01.13.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGHers to serve as Innovation Advisors

TWO MGH STAFF MEMBERS are among a group of 73 health care experts that have been tapped by the Centers for Medicare and Medicaid Services (CMS) to help transform health care. Clay Ackerly, MD, MSc, internal medicine resident and future MGH/MGPO Management and Policy Fellow, and Barbara Blakeney, RN, MS, FNAP, innovation specialist at the MGH Center for Innovations in Care Delivery, have been selected to participate in the CMS Innovation Advisors Program, which aims to improve care while reducing costs at local and national levels.

ACKERLY

BLAKENEY

The program provides participants with an intensive, six-month orientation designed to enhance their knowledge of health care economics and finance, population health, systems analysis, and operations research. After orientation, participants will test and refine new strategies to redesign care at their home institutions, creating collaborations in the community to carry out their work and sharing their findings regionally and across the United States.

As part of the selection process, applicants were asked to propose an improvement project. Ackerly has proposed a project focusing on improving care for elderly patients by enhancing coordination between the MGH and the Partners Continuing Care Network – which includes four post-acute specialty hospitals, 23 outpatient centers, three skilled nursing facilities and a home health agency covering eastern Massachusetts. "I'm excited by this opportunity to work with and learn from the CMS Innovation Advisor network and apply these lessons to improve the health of patients in our community," Ackerly says.

On behalf of the Center for Innovations in Care Delivery, Blakeney's project will incorporate a new attending nurse role into the care teams of 11 different units at the MGH. The attending nurse will be responsible for ensuring care continuity and progression along the plan of care, from admission to discharge and post-discharge.

Says Blakeney, "I'm very pleased to be invited to participate as an Innovation Advisor. I look forward to the coming year's work and the opportunity to engage in some of the most cutting-edge innovation in health care in the country."

Winter survival tips

REMEMBER LAST YEAR'S WINTER? It's hard to forget when more than 80 inches of snow fell in Boston, greatly surpassing the average 41.8 inches. Storms like the blizzard that plowed through the city the day after Christmas 2010 caused messy commutes, power outages and frustration for many. The MGH Emergency Preparedness team says that while severe weather is challenging, there are ways employees can take an active role in staying safe and productive this winter.

"It's important to remember that the hospital is always open – 24 hours a day, seven days a week. If an employee cannot reach the hospital, they must contact their manager so other arrangements can be made," says David Reisman, administrative director of Emergency Preparedness. "While the main campus is always open, community health centers or other off-campus sites sometimes have delayed openings. For employees who work at these locations, it's always best to check in with a manager."

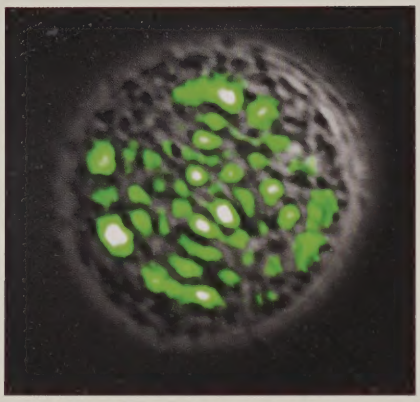
"IT'S IMPORTANT TO REMEMBER THAT THE HOSPITAL IS ALWAYS OPEN – 24 HOURS A DAY, SEVEN DAYS A WEEK."

Other recommendations Reisman offers include knowing managers' expectations, allowing extra time to travel to and from work, wearing proper clothing while outside and being prepared for power outages.

With regard to power outages, Tom Herrmann, administrative manager for Emergency Preparedness, says it is important to have a fully charged phone to stay updated and in contact with others. It's best to plug in mobile phones at home, but he suggests putting them on standby mode or turning them off to conserve battery. In addition, Herrmann says, many smart phone applications can be useful in severe weather situations.

"Using apps is a great way to receive information while on the go. Many of them are free and push alerts to phones," Herrmann says.

(Continued on page 2)



BIOPHYSICS BREAKTHROUGH: A microscope image of a single biological cell engineered to produce green laser light.

Living laser named among top 10 breakthroughs

THE LIVING LASER DEVICE developed by MGH researchers Malte Gather, PhD, and Seok-Hyun Yun, PhD – both of the Wellman Center for Photomedicine – has been selected as one of the top 10 breakthroughs in 2011 by *Physics World*. Gather and Yun were the first to create a laser from a single, living cell as reported in the July issue of the journal *Nature Photonics*.

By genetically engineering cells to express green fluorescent protein (GFP) – normally found in jellyfish – and then shining an intense blue light on the GFP molecules, Gather and Yun were able to amplify the light into nanosecond-long pulses of laser light.

Says Yun, "The ability to generate laser light from a biocompatible source placed inside a patient could be useful for photodynamic therapies, in which drugs are activated by the application of light, or for novel forms of imaging."

POPP campaign is on a roll

HUNDREDS OF MGH STAFF participated in last fall's Protect Our Patients' Privacy (POPP) quiz contest, which featured a weekly privacy question in the Daily Broadcast email for a six-week period. Questions covered a range of topics, including the proper response to found paperwork or stolen smart phones, new Information Security policies and Send Secure, MGH's email encryption program. At the end of the contest, the MGH Privacy and Security Office awarded a signed Tom Brady Patriots jersey to Kate Cappetta, research technician in Transplant Surgery, whose name was randomly selected from those who correctly answered all six questions.

Throughout the month of January, the MGH Privacy and Security Office is hosting another fun educational effort: a "POPP into the New Year" rolling cart. MGHers who share their resolution on how they will protect patients' privacy will be automatically entered to win Pop-Tarts, popcorn and other POPP-themed prizes. All participants will be entered into a raffle for a special POPP gift basket.

To review the POPP quiz answers from last fall or for more information about POPP, visit the MGH Privacy and Security intranet site at *http://intranet.massgeneral.org/hipaa/index.html?popp.html.* ■

FOR THE WIN: Cappetta, right, receives a signed Tom Brady jersey from Elizabeth Brennan, privacy specialist, of the MGH Privacy and Security Office.

– *Winter*

(Continued from page 1)

The Emergency Preparedness team offers the following resources for staying informed:

- Look for the latest updates in Daily Broadcast emails or on *www.massgeneral.org.*
- Contact the MGH Severe Weather Line for updates at 617-724-6100.
- Follow MGH's Twitter handle, *@massgeneralnews,* or visit the Facebook page, *www.facebook.com/massgeneral.*
- Check for MBTA service delays at *www.mbta.com/winter.*
- Watch local news reports for road closures or other critical infrastructure information.

Overall, Reisman has one key message for staff. "The best piece of advice I can give is to plan ahead. For example, if you are coming to work before a severe storm is predicted, consider what you need to bring or do if you cannot get home immediately after the end of your shift."

For more information about Emergency Preparedness at the MGH as well as the MGH Severe Weather Policy, access *http://sharepoint.partners.org/mgh/emergencypreparedness.* ■

GRADUATION CEREMONY: From left, Perreault, Graham, Brennan, Hurley, Kelleher, Perry and Zollfrank

CPE graduates reflect on past, plan for future

CLINICAL PASTORAL EDUCATION (CPE) graduates stood at the front of the MGH Chapel to present a sampling of their reflections and outcomes from the program: Be a better listener. Renew and strengthen my original call to my profession. Be welcoming and accessible to all. Improve the quality of family-centered care. Be more attuned to spiritual distress in my patients.

During the Interfaith Graduation Service on Dec. 20, the graduates – Stephen Brennan, RN, Rev. Lorna Graham, Cynthia Hurley, Michael Kelleher III, Sarah Perreault, RN, and Rev. Catherine Perry – celebrated their completion of the program by sharing readings, songs and poems with family and friends in attendance.

"Mass General and the Schwartz Center share a firm commitment to compassionate care of the body, mind and spirit. It's such an accomplishment to complete a CPE program, and they have lots to be proud of and to celebrate," said Rev. Angelika Zollfrank, MDiv, BCC, ACPE, director of CPE.

The interdisciplinary CPE Program for Advanced Chaplain Interns and Health Care Professionals is a 16-week program held three times each year. This most recent session included staff from area hospitals, as well as three MGH chaplain interns. During the program, students learn how to provide spiritual and culturally sensitive support to help improve the overall care of patients. "To provide support without superimposing any spiritual beliefs, that's what this is about," Perry said. "I learned that each of the health care providers in my peer group view their professional role at least in part as service to God. And I realized that they often need just as much care as families and patients."

At the end of the ceremony, Zollfrank and Michael McElhinny, MDiv, director of the Chaplaincy, presented certificates to the graduates. "Patients don't come to the hospital for spiritual care. But when they experience cultural and spiritual sensitivity, they know they are in the best place," Zollfrank said. ■

Protecting patients from pneumococcal disease

IN EARLY JANUARY, the MGH announced increased inpatient screening for vaccination against pneumococcal disease. In addition to patients 65 years and older with associated risk factors – including chronic heart or lung disease, diabetes, renal failure, immunocompromise, smoking and alcohol abuse – MGH's electronic clinical system now automatically flags patients for potential vaccination if they are ages 6 through 64 and have risk factors. Vaccination is highly effective in preventing pneumococcal disease, which can lead to serious illness.

PREVENTING DISEASE: Hooper, left, and Nordberg

This new policy and the technology developed to support it are the result of years of collaboration among the Infection Control Unit, the Center for Quality and Safety, Patient Care Services and Information Systems. Those involved in the multidisciplinary project anticipate it will benefit a large number of patients each year and may even save lives.

"Public authorities are increasingly looking to hospitals to assume an active role in vaccination screening," says David Hooper, MD, chief of the Infection Control Unit, who led the project with Paul Nordberg, senior consultant for Performance Improvement. "Hospitalization is an important window of opportunity for caregivers to identify at-risk patients and provide the vaccinations that can protect them."

"From encouraging a new line of thought about the role of hospitals in vaccination to developing the technology to identify patients who should be vaccinated, this project required a remarkable amount of teamwork," Nordberg adds. "We hope it will serve as a framework for future vaccination screening efforts."

For more information about pneumococcal disease, visit *www.cdc.gov*. For more information about the MGH pneumococcal disease vaccination policy, email Nordberg at *pnordberg@partners.org*.

WHAT'S HAPPENING

Change in *MGH Hotline* schedule

MGH Hotline will not be published Jan. 20 due to the Martin Luther King Jr. holiday. The regular printing schedule will resume Jan. 27.

MLK celebration

Partners HealthCare is sponsoring "A Celebration of the Legacy of Rev. Dr. Martin Luther King Jr." Feb. 10 from 9 to 10 am in the Simches Center, Room 3.110. The speaker will be John Payton, president and director-counsel of the NAACP Legal Defense and Educational Fund. A reception will follow. A Partners or MGH ID badge is needed to attend this event. For more information, contact Partners Employee Programs at 617-724-3965.

Patient-Centered Computing and eHealth

The Harvard Medical School Continuing Medical Education program, "Patient-Centered Computing and eHealth: Transforming Healthcare Quality," will be held April 30 through May 2 at The Conference Center at Waltham Woods. Participants will learn best practices for health information technology and how to effectively use those skills in the clinical care setting. Course presenters will be Blackford Middleton, MD, MPH, MSc, corporate director in Clinical Informatics Research and Development at Partners HealthCare; and Patricia Dykes, DNSc, MA, RN, instructor in medicine at Harvard Medical School. To register, visit *www.cme.hms.harvard.edu/courses/ehealth.*

Clinical Research seminars

The MGH Clinical Research Program is offering the following seminars:

- "Best Practices for Bio-Speciman Collection and Processing" Jan. 31 from 12:30 to 1:30 pm in the Simches Center, Room 3.110. The speaker will be Patrick Sluss, PhD, co-director of the MGH Clinical Laboratory Research Core.
- "Understanding and Writing Clinical Research Literature" Feb. 1, Feb. 8 and Feb. 15 from 9 to 10:30 am in the Simches Center, Room 3.120. This seminar is designed to introduce clinical research coordinators and research nurses to the basics of clinical research literature.
- "Welcome to the Genetic Code: An Overview of Basic Genetics" Feb. 6 from 2:30 to 5 pm in the Simches Center, Room 3.110. Speakers will be Jordan Smoller, MD, ScD, and Susan Slaugenhaupt, PhD, both from the MGH Center for Human Genetic Research.

Register at *http://hub.partners.org/catalog.* For more information about the first two seminars, contact Lauren Michaels at *lmichaels@partners.org.* For information about the third seminar, contact Suzanne Powell at *smpowell@partners.org.*

Start the new year off right: Donate blood

FOR MANY MGHERS, giving back to others is on their list of New Year's resolutions. This month is the perfect time to make good on that promise and help up to three patients by donating blood at the MGH Blood Donor Center.

For those who included seeking adventure and increasing physical fitness on their resolution list, donating could be the ideal opportunity to combine all three goals. In honor of January being National Blood Donor Month, all blood donors will be entered to win a pair of lift tickets to Bretton Woods, Cranmore, Pats Peak or Okemo ski areas.

GIVING BACK: Jessica Condon, RN, of the MGH Blood Donor Center, and Josue Castillo, phlebotomist.

Throughout the year, the MGH Blood Donor Center hosts regular promotions such as raffle prizes and special food sampling events. Each time MGH employees donate, they also receive a choice of a $5 gift certificate to Eat Street Café or a parking voucher. Employees who donate consistently throughout the year receive special recognition at the annual Employee Donor Appreciation Breakfast.

The MGH Blood Donor Center is located in the main lobby of the Gray Building. Whole blood donation hours are Tuesdays, Wednesdays and Thursdays from 7:30 am to 5:30 pm and Fridays from 8:30 am to 4:30 pm. Platelet donations can be made Mondays from 7:30 am to 5 pm, Tuesdays, Wednesdays and Thursdays from 7:30 am to 5 pm, or Fridays from 8:30 am to 3 pm.

For more information or to make an appointment, call 617-726-8177 or email *mmacphee@partners.org.* Visit the center on Facebook at *www.facebook.com/MGHBloodDonor.*

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Remembering and honoring Martin Luther King Jr.

FOR AN ENTIRE NIGHT, Jacqueline Gross lay in a ditch, afraid of the state troopers waiting outside Mt. Pilgrim Baptist Church in Gadsden, Ala. The year was 1964, and she had just heard Martin Luther King Jr. speak about the importance of change through nonviolence. While some members of the congregation were able to make it safely to their cars, others sought refuge on the side of the road where they waited in fear until the officers left at daybreak.

Now a food service manager at the MGH, Gross joined Patricia Beckles, RN, in sharing their memories of life during the civil rights movement as part of the "Tribute to the Life of Dr. Martin Luther King Jr." event held Jan. 13 in the East Garden Room. Beckles was the first African-American nurse to work in the MGH Neonatal Intensive Care Unit and has been employed at the hospital for 50 years.

Both speakers said they believe if King were alive, he would be pleased with the changes that have taken place in the United States since his famous "I Have a Dream" speech – including the election of a black president. They stressed, however, that King would recognize there is still much work to be done, especially in terms of disparities

(Continued on page 2)

RECALLING A REVOLUTION: Gross, left, and Beckles

CHOOSING WELL: From left, Sonnenberg, Levy, Thorndike and Barraclough in front of a "Choose Well, Eat Well" display in the Eat Street Café.

GO WITH GREEN

Color-coding, rearranging food products improves healthy choices

"CHOOSE WELL, EAT WELL," a simple, inexpensive nutrition program launched at the MGH in 2010, has proven successful in encouraging healthier choices at the hospital's largest cafeteria, the Eat Street Café. The program – developed and monitored by MGH physicians, dieticians and health policy experts – is based on a nutrition label color-coding system and the careful positioning of food and beverages in display cases. A report about the results of the program has been released online and will appear in the print edition of *American Journal of Public Health* in March.

"We found that labeling foods with a simple red, yellow and green color scheme to indicate their relative healthiness led patrons to purchase more healthy and fewer unhealthy items," says Anne Thorndike, MD, MPH, of the MGH Division of General Medicine, who led the study. "We also found that moving items around to make the healthy items more convenient and visible led to further improvement in the nutritional quality of items purchased."

The program was rolled out in two phases. In the first phase, which began in March 2010, color-coded labels were attached to all food items – green signifying the healthiest items, yellow indicating less healthy items, and red for those with little or no nutritional value. Signage encouraged customers to consume green items often, yellow items less often and to consider other choices for red items. For the second phase, which began in June 2010, displayed items were rearranged according to the principles of what is called choice architecture. Green items were displayed at eye level, while red or yellow items were placed below eye level. This phase focused on cold beverages, pre-made sandwiches and chips – items likely to be purchased by customers who have little time to spend and may be more influenced by convenience.

At the end of the six-month period, sales of green items had increased significantly, while

(Continued on page 4)

BAKER

New year nutrition

IT IS A FEW WEEKS after the New Year's holiday, and even the most determined dieter may have begun to let their healthy eating resolutions slide. To help people sustain their 2012 nutrition goals, the Maxwell and Eleanor Blum Patient and Family Learning Center hosted "Nutrition in the New Year" on Jan. 18 with MGH dietitian and nutrition expert Meghan Baker, MS, RD, LDN.

Baker said individuals are much more likely to eat right and lose weight if they start out by setting goals that are small and manageable. This way the process will seem less overwhelming and more sustainable. In order to achieve any goal, however, lifestyle changes are essential. These changes can include portion control, improved nutrition or increasing physical activity – such as taking the stairs when possible or going for walks more often. Baker suggested enlisting a friend to participate, because shared activities can be fun and therefore become part of a daily routine more easily.

"In general, we need to be less concerned with weight loss and focus on adopting a healthy lifestyle, which requires a behavior change, along with restricting calories and increasing physical activity," says Baker.

The presentation was held as part of the Blum Center's "Healthy Living" educational lecture series, which features MGH clinicians discussing their areas of expertise. The lectures are open to all. ■

Concert benefits Vietnam children's clinic

THOUSANDS OF CHILDREN will have a new lease on life thanks to the $13,000 raised during the MGH Department of Dermatology's recent benefit concert in support of the Vascular Anomalies Center in Vietnam, which provides free treatment for youth with disfiguring birthmarks.

The second annual concert at the Goethe Institut Boston brought together more than 100 guests who enjoyed Vietnamese cuisine, a silent auction and musical selections from Chopin, Brahms and Schubert, as well as traditional Vietnamese music. The evening featured several area musicians, including cellist David Fisher, MD, PhD, chief of MGH Dermatology.

"It is deeply inspiring to see the talents and energies of our colleagues directed so effectively at improving the health of these Vietnamese children halfway around the globe," Fisher says.

The Vascular Anomalies Center was established in 2009 by the MGH and Baylor College of Medicine in Houston, Texas. Located in Ho Chi Minh City, it has provided care for more than 2,000 children and also helps train Vietnamese physicians in the latest technologies and treatment options.

"The money raised at the benefit will be used to continue the center's mission of providing medical care to children, and it will also enable us to help fund an educational exchange program between physicians in Vietnam and the United States," says Thanh-Nga Tran, MD, PhD, of MGH Dermatology. Tran, along with R. Rox Anderson, MD, director of the MGH Wellman Center for Photomedicine, and Kelly O'Hanlon, office manager for Dermatology, served as the evening's co-hosts.

For more information about the Vascular Anomalies Center, visit *www.vietnamVAC.org.* ■

MUSIC AND MEDICINE: From left, Anderson; O'Hanlon; Tran; Amanda Wang, Boston University music student; Vincent Cheung, MIT postdoctoral fellow; Fisher; Joshua Sekoski, Harvard Law School student; and Thuy Phung, MD, assistant professor at Baylor College of Medicine

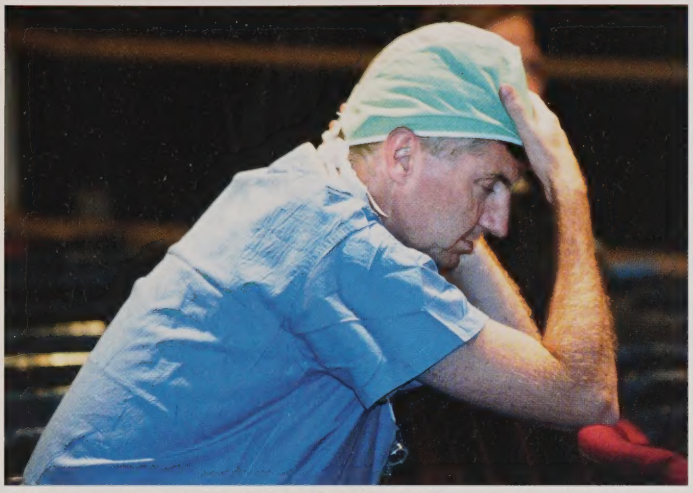
– MLK

(Continued from page 1)

in health care and economic status. Violence in black communities and the high rate of school dropouts would also be of top concern to King, the pair said.

Education was a key theme during the session, as Beckles said one of the greatest triumphs she has seen in her lifetime was school integration. She told those in attendance that the Norman Rockwell painting depicting Ruby Bridges being escorted on her way to an all-white school amidst racial slurs "is just a picture now. I don't have to think about that anymore."

The event was sponsored by the Association of Multicultural Members of Partners and featured an opening prayer by Father Martin Okwir of the MGH Chaplaincy, songs by Fred Hawkins, Infection Control practitioner, and remarks by both Peter L. Slavin, MD, MGH president, and Jeff Davis, senior vice president of Human Resources.



HEALING HAITI: Anesthesiologist Paul Firth, MBChB, who deployed to Haiti after the earthquake, reflects during the memorial event.

Two years after tragedy, MGH reflects

WITHIN DAYS of the 7.0-magnitude earthquake that devastated Haiti on Jan. 14, 2010, volunteers from the MGH were en route with federal and local relief organizations to assist in the response.

MGH IN HAITI

Two years later, on Jan. 19, members of the MGH community gathered in the O'Keeffe Auditorium to commemorate, remember and reflect on the experience that forever affected an untold number of lives.

Jeanette Ives Erickson, RN, DNP, senior vice president for Patient Care and chief nurse, described the need to provide support to Haitian employees at the MGH in addition to the international disaster response.

"We turned our attention in a very different direction than we normally do with a worldwide disaster. This time our immediate response was inward because we knew we had over 300 of our very own who came from Haiti or had family and loved ones in Haiti," said Ives Erickson. "I recall, thanks to Mike McElhinny, Chaplaincy director, our chapel being transformed. It became a gathering place to not only share pain but also to find comfort. The love of the MGH community was there."

Renold Audate, Imaging technician, recalled deploying to his home country. "The MGH group of volunteers composed of doctors, nurses and imaging technologists like myself were on the hospital ship USNS Comfort doing what we do best – saving lives," he said. "Today we are gathering here to remember those who lost their lives during this tragedy and, at the same time, to applaud the effort of our professionals who left their families behind and gave up their comfort for three weeks to help patients."

Volunteers from the MGH have continued to return to Haiti to provide support through the various stages of recovery. In summer 2011 an additional team supported by the MGH Center for Global Health and the Thomas S. Durant Fellowship in Refugee Medicine worked to combat a rising cholera epidemic through direct patient care and clinical training.

McElhinny closed the memorial by quoting what a fellow MGH chaplain had heard in the streets of Haiti. "We may stumble, but we will not fall." ■

Responding to sexual exploitation

STAFF AT THE MGH play a crucial role in the lives of their patients. They are caregivers and often lifesavers – but sometimes kind words or reassuring smiles can be as important as clinical care. This can be especially true for young patients who are victims of sexual exploitation or human trafficking.

Panelists, including two representatives of My Life My Choice, spoke to MGHers on Jan. 11 as part of the MGH Domestic Violence Working Group's presentation, "Heightened Awareness, Enhanced Response: A Discussion on Human Trafficking and Child Sexual Exploitation." My Life My Choice provides prevention and intervention services to help adolescent girls in the Boston area who are most vulnerable to commercial sexual exploitation.

"Many times when you're in 'the life,' all you hear is that nobody will believe you," says Tanee Hobson, My Life My Choice survivor mentor and group facilitator. "But so many times victims just want someone to say, 'We know what you're doing, but we won't judge you.' They want someone to say, 'Stop. We don't want you to go out there again.' Or, 'I won't let you go out there.' Even if you just say, 'We care about you.' They may listen. Just that extra little bit of time can make the difference in that girl's life."

Wendy Macias-Konstantopoulos, MD, MPH, of the MGH Department of Emergency Medicine, says there are a few key signs staff can look for when treating children who may be sexually exploited. Aside from the physical signs and symptoms of traumatic injuries or sexually transmitted infections, staff should be aware of more subtle manifestations – such as an excessively attentive, older companion who is reluctant to allow the child to answer questions or be interviewed alone. Other indicators are when the child appears to be submissive or fearful of a companion, provides seemingly overly rehearsed or inconsistent explanations for physical findings, or exhibits an exaggerated startle response to unexpected interruptions. If staff suspect a patient is being abused, they should directly contact the social worker assigned to their department or contact HAVEN (Hospitals Helping Abuse and Violence End Now) at MGH at 617-724-0054.

"What you do here is such an important experience for the girls we deal with," says Lisa Goldblatt-Grace, co-founder and director of My Life My Choice. "There is a level of despair and hopelessness. This may be the one experience they have to deal with a caring adult."

During the panel discussion, Sgt. Detective Donna Gavin, a 25-year veteran of the Boston Police Department, also reviewed the recently passed "safe harbor" law, which will introduce stricter anti-human trafficking laws and regulations.

For more information about My Life My Choice, visit *www.fightingexploitation.org*.

COMPASSIONATE CARE: From left, Macias-Konstantopoulos, Goldblatt-Grace, Gavin and Hobson

WHAT'S HAPPENING

Free *Proto* app

The free *Proto* iPad application is available for download at *www.protomag.com/ipad*. The app, which features special interactive features, photo galleries and more, celebrates the latest discoveries, insights and leaps of faith of MGH researchers and examines groundbreaking work in cancer, the brain, genetics, the engineered body, infectious disease molecular biology and transplantation.

Heart Center education class

The MGH Heart Center is holding its monthly patient and family education class, "Overview of Heart Failure," Feb. 1 at 10:30 am in the Yawkey Center, Room 4-820. This month's speaker is Mary Orencole, NP. For more information or to register, call 617-726-7693.

Submit news tips and story ideas to MGH Hotline

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MGH Senior HealthWISE

MGH Senior HealthWISE will host a lecture for seniors age 60 years or older, "Preventing and Healing Heart Disease," Feb. 2 from 11 am to noon in the Haber Conference Room with guest speaker Malissa Wood, MD, FACC, FASE, FAHA, co-director of the Corrigan Women's Heart Health Program at the MGH. For more information or to register, call 617-724-6756.

Science fair judges needed

The MGH/Timilty Partnership is recruiting volunteers to judge student projects for the annual science fair at the James P. Timilty Middle School in Roxbury. No prior experience is necessary. Volunteers are needed Feb. 6 through Feb. 9 from 8:45 to 11 am. The Partners shuttle will provide round-trip transportation. For more information or to sign up, contact Ellen Reavey at 617-643-6287 or *ereavey@partners.org*.

Research results reporting

The MGH Clinical Research Program is offering "ClinicalTrials.gov: An Introduction to Results Reporting" Feb. 8 from noon to 1 pm in the Simches Center, Room 3.110. Speakers will be Emily Ouellette, quality assurance/improvement specialist, and Sarah White, director of Partners Human Research Quality Improvement Program. Register at *http://hub.partners.org*. For more information, contact Suzanne Powell at *smpowell@partners.org*.

Diversity award nominations

The Office for Diversity Inclusion and Community Partnership at Harvard Medical School (HMS) seeks nominations for the 2011-2012 Harold Amos Faculty Diversity Awards. The award was established to recognize HMS/HMSDM faculty who have made significant achievements in moving the schools toward becoming a diverse and inclusive community. Deadline to submit a nomination is Feb. 3. For more information, contact Rebecca Poe at 617-432-3020 or *rebecca_poe@hms.harvard.edu*. Guidelines and forms are available at *www.mfdp.med.harvard.edu/awards/diversity/index.html*.

Nominate a Patient Safety Star

IN HONOR OF National Patient Safety Awareness Week March 4 through 10, the MGH will sponsor its third annual Patient Safety Star Appreciation Breakfast on March 7. "Safety Stars" exemplify the principle that all staff members have the responsibility and opportunity to contribute to patient safety.

MGHers are invited to nominate a colleague – whether in a clinical, administrative or support service role – who has demonstrated particular excellence in patient safety. To nominate an individual online, access *http://sharepoint.partners.org/mgh/cqs*, select "Patient Safety Star Nomination Form" on the left panel and then click the "Respond to This Survey" button. Employees also may fax the following nomination information to the attention of Millie LeBlanc at 617-726-4304: the nominee's name, department and mailstop information; the nominee's immediate supervisor's name; and at least one example of the nominee's contribution to patient safety.

The deadline for nominations is Feb. 13 at 5 pm. For more information, contact Lela Holden, RN, PhD, patient safety officer, at *lmholden@partners.org* or Millie LeBlanc, RN, patient safety specialist, at *mleblanc1@partners.org*.

– *Healthy choices*

(Continued from page 1)

sales of unhealthy red items decreased. During phase one, sales of all red items decreased 9.2 percent, with red beverage purchases dropping 16.5 percent. Green item sales increased 4.5 percent, with a 9.6 increase in green beverages. In phase two, red item sales dropped another 4.9 percent compared with phase one, with beverages dropping by 11.4 percent; and while sales of green items decreased 0.8 percent in phase two, sales of green beverages increased another 4 percent.

Thorndike says the "Choose Well, Eat Well" program is continuing. The colored labels will be expanded to all food service sites, and ongoing analysis is planned. Additional co-authors of the report – which was supported by the National Center for Research Resources and the National Heart, Lung and Blood Institute – are Lillian Sonnenberg, DSC, RD, LDN, and Susan Barraclough, MS, RD, LDN, MGH Nutrition and Food Services; Douglas Levy, PhD, Mongan Institute of Health Policy at MGH; and Jason Riis, PhD, Harvard Business School. ■

Child health pilot grants available

THE HARVARD CATALYST CHILD HEALTH PILOT GRANT PROGRAM is awarding up to 10 pilot grants of $25,000 to $50,000 for one year. Proposed research must address an important question that has the potential to affect infant, child or adolescent health and should relate to one of three themes: innovative technologies to advance child health; health systems and the community; or life-course development and transitions. Principal investigators, co-investigators and junior and mid-level investigators are invited to apply. For more information, visit *http://catalyst.harvard.edu/services/pilotfunding/childhealth.html*.

02.03.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MATTERS OF THE HEART

A SECOND CHANCE: DeStefano at the MGH following her surgery

MGH first in New England to use new transplant technology

NATIONALLY, there are 2,000 heart transplants performed every year. That number could double or even quadruple within the next few years thanks to an innovative organ transportation device that recently benefitted MGH patient Amy DeStefano, 40, the first person in New England to receive a heart transplant employing the novel technology.

"What a truly life-changing experience and what an incredible team of health care providers," says DeStefano, who has now returned to her home in Portsmouth, N.H. "I always felt they had my best interests in mind after 32 months of heart failure. I'm responding well to physical therapy, and although I know it's going to take time, I'm on my way. I'm forever grateful to my donor and his or her family for giving me the opportunity to raise my two beautiful children and for second chances."

HEART IN A BOX: The portable Organ Care System

The so-called "heart in a box" technology is vastly different from the traditional method of packing a donor heart on ice until transplantation. Instead, the portable Organ Care System – created by TransMedics, Inc. – delivers warm, oxygenated, nutrient-enriched blood to the heart after it is removed from a donor and monitors it while it continues to beat in a nearly normal state.

"It's very innovative," says Bruce Rosengard, MD, surgical director of Cardiac Transplantation, who performed DeStefano's transplant. "We are really excited because there is tremendous promise for the future. The trial has found that the hearts have been preserved safely and effectively."

The new technology slows a heart's deterioration, which may allow for longer transport times in the future. Using current methods, four hours is the longest a heart can be sustained before it becomes unusable. "This limits us geographically and affects which organs we can use," Rosengard says. "We hope to dramatically increase the number of transplants we will be able to perform." ■

Joint Commission survey window opens

WITH THE NEW YEAR comes a new opportunity to showcase Excellence Every Day – the MGH's commitment to providing the highest quality, safest care that meets or exceeds all standards set by the hospital and external organizations. The window for the MGH's triennial Joint Commission survey has opened, and surveyors are expected to visit between now and August 2012. The Joint Commission last visited the MGH in August 2009, and the survey report was excellent, with only two direct impact findings. This year's goal is to complete the survey with no direct impact findings.

"We view the survey as a chance to demonstrate at a national level the commitment of MGH staff to Excellence Every Day," says Peter L. Slavin, MD, MGH president. "We uphold the highest standards of quality and safety not because it is required but because it is the right thing to do."

(Continued on page 2)

EXCELLENCE EVERY DAY

– Joint Commission

(Continued from page 1)

The 2012 survey will be very similar to previous ones. Six surveyors will notify the hospital of their arrival upon the first day of the survey. During the course of the five-day visit, the surveyors will visit patient care units and practice sites across the MGH and will be escorted by staff members at all times.

"Every MGH employee should expect to interact with a surveyor and be able to talk about his or her role in Excellence Every Day," says John Belknap, director of Corporate Compliance. "If you have questions about what to expect during the survey, speak with your supervisor, department quality chair or call the Compliance Office at 617-726-5109."

Throughout the coming months, the Excellence Every Day Communications Subcommittee – a subgroup of the MGH Joint Commission Operations Committee – will be ramping up communications about topics that will be key to a successful survey. These topics include:

- Knowing the top institutional performance improvement goals for 2012;
- Understanding that each and every employee has a role in the quality and safety improvement process;
- Closely adhering to policies to reduce the risk of hospital-acquired infections, whether using proper hand hygiene or eliminating the presence of food and drink in patient care areas;
- Ensuring appropriate management of medications, including reconciling patient medications in inpatient areas and ambulatory practices; and
- Maintaining the safest possible environment of care for patients, for example, by keeping patient areas clear of unnecessary items or equipment.

Once the surveyors arrive, staff will be kept updated about the survey's progress through hospitalwide communications. To learn more about ensuring Excellence Every Day for MGH patients and their loved ones, visit the recently redesigned website at *http://intranet.massgeneral.org/excellenceeveryday.*

COUNTLESS BENEFITS: From left, Slavin, Warshaw, Rattner, Flier and Lillemoe

Healthy brain, healthy life

IT'S NEVER TOO LATE to change your brain. That was the key message at the Jan. 19 Senior HealthWISE "Boost Your Brain Power" event, where MGH neurologist Marie Pasinski, MD, spoke to a standing-room-only crowd about the importance of keeping the brain healthy, vibrant and resilient. "Your brain is very dynamic. It's constantly changing and making new connections," Pasinski said. "It has the ability to make new brain cells throughout your life. It truly is your most important organ."

PASINSKI

The key to enhancing brain power is to increase neuroplasticity, or the brain's ability to remodel itself. Pasinski, author of *Beautiful Brain, Beautiful You: Look Radiant from the Inside Out by Empowering Your Mind,* presented three key methods that can be introduced into one's daily life to help with this process.

Indulge in the new: "This is the use it or lose it mindset," Pasinski said. "You have to do more than puzzles or Sudoku because if you keep doing them, it's no longer challenging the brain. Take up a new activity and make it a truly educational experience. Learning physically changes the brain." For example, an artist who tends to use the right side of the brain should try a new computer program or play chess to challenge the analytical side of the brain.

Commit to exercise: "Exercise is one of the most important, wonderful things you can do for your brain. It increases brain blood flow which promotes the growth of new neurons and synapses. It also improves mood, lessens anxiety and decreases the risk of dementia," Pasinski said.

Socialize the mind: "Your brain is designed to socialize," Pasinski said. "Seek out a new group of people with similar interests, or catch up with an old friend to keep the brain involved and engaged. The way you use your brain determines its structure – and it's never too late to think about changing your brain for the better."

For more information about MGH Senior HealthWISE, call 617-724-6756. ■

Rattner named first incumbent to Warshaw Family Professorship

AN ENDOWED HARVARD PROFESSORSHIP offers countless benefits to its recipients, to the MGH and to the field of medicine. On Jan. 20, Harvard Medical School (HMS) Dean Jeffrey Flier, MD, and MGH President Peter L. Slavin, MD, welcomed guests to a celebration of the new Warshaw Family Professorship in Surgery. The chair was established to honor former MGH surgeon-in-chief Andrew L. Warshaw, MD, and his wife, Brenda, a former MGH nurse. The first incumbent is David Rattner, MD, chief of the Division of General and Gastrointestinal Surgery.

Warshaw, who practiced at the MGH for more than four decades, served as chief of the Department of Surgery from 1997 to 2011. He remains on staff as a senior physician consultant for the Partners and MGH International Programs and for MGH/MGPO Network and Center Development.

"It is truly unique that this professorship unites two individuals who have shared a mutually beneficial relationship for more than 30 years as a mentor-mentee and as close personal friends," said Keith D. Lillemoe, MD, current surgeon-in-chief, who introduced Warshaw. "Together, they have advanced general and gastrointestinal surgery at the MGH and throughout the United States."

In his remarks, Warshaw expressed the value of endowed professorships: as surgeon-in-chief, he was the first incumbent to the chair created in honor of his predecessor, W. Gerald Austen, MD, chair of the MGH Chiefs' Council, who also was present at the Jan. 20 event. "An endowed chair is so much more than an inanimate honorific," said Warshaw. "Funding supports and enables one's life work, facilitating the path to acquiring new knowledge and improving the care of our patients, which is the charge of academic leadership."

Warshaw described how Rattner has already proven to be a leader in his field. Among his numerous accomplishments are facilitating the team that performed the first transanal resection of the rectum for cancer; founding the Natural Orifice Surgery Consortium for Assessment and Research; co-founding the Center for Integration of Medicine and Innovative Technology; and serving as the first surgeon elected president of the world's two leading gastrointestinal surgical societies.

"It is a tremendous honor to be the first Warshaw Family Professor of Surgery," said Rattner. "My thanks to those patients, colleagues and friends of Andy whose gifts made the establishment of this endowed professorship possible. I will do my best to carry the torch that you helped light." ■

YEAR OF THE DRAGON: Members of the Cambridge Center for Chinese Culture Dance Group perform during the Lunar New Year celebration.

Happy New Year!

MORE THAN 150 people from throughout Partners turned out for the annual MGH Chinese Scientists and Staff Association's (CSSA) Lunar New Year celebration on Jan. 27 in the Thier Conference Room. The holiday celebration is traditionally one of the biggest festivals in China and other Eastern Asian countries and is one of the CSSA's largest events. Performers included MGH staff as well as other Boston-area dancers and musicians. Guests also dined on a full buffet of authentic Chinese cuisine during the three-hour celebration.

"This annual event is one of the most important for the Chinese community at MGH," said Ying-Hua Wang, PhD, research scientist in the Center for Regenerative Medicine, who serves as co-president of the CSSA. "It was a beautiful celebration to welcome the Year of the Dragon, which is associated with the earthly branch symbol and is considered the luckiest year in the Chinese Zodiac."

WHAT'S HAPPENING

MGH Senior HealthWISE

MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: a lecture, "Eating Right With Color," Feb. 16 from 11 am to noon in the Haber Conference Room with guest speaker Tara Linitz, RD, LDN, MGH Be Fit dietician; a book club discussion of "The Brothers Bulger" by Howie Carr Feb. 16 from 3 to 4 pm at the West End Library; and hypertension screenings Feb. 27 from 1:30 to 2:30 pm at the West End Library. For more information or to register for the lecture, call 617-724-6756.

Clinical Research seminars

The MGH Clinical Research Program is offering the following seminars in the Simches Center, Room 3.110:

- "Ethics and Clinical Research Protocols" Feb. 21 from 3 to 4:30 pm. Participants will receive an overview of the ethical foundation of Human Subject Protection in clinical research.
- "Applied Biostatistics for Clinical Trials" March 6, March 13 and March 20 from 3 to 4:30 pm. Elkan Halpern, PhD, chief statistician for the Department of Radiology, will present a statistical approach to problems commonly encountered in research.

Register at *http://hub.partners.org*. For information, contact Suzanne Powell at *smpowell@partners.org*.

Provider directories available online

Medical provider directories for the health plans offered to MGH employees are available online:

- Blue Cross Blue Shield: *http://www.bluecrossma.com/partners*
- Harvard Pilgrim Health Care: *http://www.providerlookuponline.com/Harvardpilgrim/po7/Search.aspx*
- Tufts Health Plan: *http://www.tuftshealthplan.com/partners*

For questions about medical plans or the online provider directories, contact the Benefits Office at 617-726-8133 or email *ibenefits@partners.org*.

'Go Red for Women'

In collaboration with the American Heart Association's Go Red for Women campaign, the MGH health centers and the MGH Community Health Associates Wellness Center will host a series of heart health events for women during the month of February. Events will feature information about heart and vascular health, stress reduction, diabetes, smoking cessation and relationship safety; blood pressure screenings and body mass index measurements; and a "Wheel of Fortune for Heart Health." All events will be held from 10 am to 2 pm on Feb. 7 at the Revere HealthCare Center, Feb. 10 at the Chelsea HealthCare Center, Feb. 14 at the Charleston HealthCare Center, Feb. 16 at North End Waterfront Health and Feb. 21 at Everett Family Care. For more information, call 781-485-6400.

Black History Month film

The MGH Patient Care Services Diversity Program and the Department of Psychiatry Diversity Committee will present a film, "Can We Talk: Learning from Boston's Busing/Desegregation Crisis," Feb. 10 from 10 to 11 am in the O'Keeffe Auditorium. For more information, call Deborah Washington, RN, at 617-724-7469.

Submit news tips and story ideas to *MGH Hotline*

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GREEN MAKES GOLD: The Herscot Atrium of the Lunder Building

Lunder Building earns gold

THE LUNDER BUILDING has officially received a Leadership in Energy and Environmental Design (LEED) Gold certification level, the internationally recognized mark of green building excellence, from the U.S. Green Building Council. LEED measures sustainable site development, water savings, energy efficiency, materials used and indoor environmental quality.

Dyson appointed scientific director

DYSON

NICK DYSON, PHD, has been appointed scientific director of the MGH Cancer Center. Since joining the center 20 years ago, Dyson has established himself as an international leader in the study of cell cycle regulation. His findings have the potential to guide the design of novel, genetically focused therapies for many cancers.

"Dr. Dyson brings to this position an outstanding record of scientific accomplishments, a strong commitment to the success of our basic and translational cancer research programs, and an exceptional dedication to supporting and mentoring our junior faculty and trainees," says Daniel Haber, MD, PhD, director of the Cancer Center.

In his new role, Dyson will oversee laboratory investigators within the Center for Cancer Research and help shape the scientific vision of the Cancer Center. He succeeds Jeffrey Settleman, PhD, who left the MGH last year to lead oncology discovery at Genentech.

IN GENERAL

The MGH Compliance Office was recognized with a Best Practice Award for the Integration of Compliance, Quality and Patient Safety from the Health Ethics Trust. The award acknowledges the MGH for its efforts to align its internal compliance reporting structure, as well as its ongoing work in developing a process for Quality Assessment and Performance Improvement.

The MGH was named a finalist of the prestigious 2011 Foster G. McGaw Prize for Excellence in Community Service from the American Hospital Association and will receive $10,000 to support its community health initiatives. The award honors the MGH's broad-based efforts to improve the lives of the most vulnerable members of its community.

02.10.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Measure by measure:
Patient-reported outcomes

RECENT HEALTH CARE REFORM efforts have brought a shift to more value-based, patient-centered care. As a result, patient-reported outcomes are an increasingly relevant way to evaluate and measure the effectiveness of health care. On Jan. 24, the Edward P. Lawrence Center for Quality and Safety at the MGH hosted a forum on patient-reported outcomes featuring several experts from the MGH and Partners, as well as keynote speaker David Cella, PhD, principal investigator of the Statistical Center for the National Institutes of Health (NIH) Patient Reported Outcome Measurement Information System (PROMIS). PROMIS is an innovative system of assessment tools for acccurately measuring patient-reported health status.

MEASURING WHAT MATTERS:
From left, Zimlichman, Mort, Meyer, Cella and Shahian

"We need to begin measuring what matters not only to us, to Mass General or to Partners – but to our patients," said Gregg Meyer, MD, senior vice president of the Center for Quality and Safety, who welcomed the standing-room-only crowd of attendees at the Schiff Conference Center in the Yawkey Center for Outpatient Care.

David Shahian, MD, of the Center for Quality and Safety and the Department of Surgery, introduced Cella, giving an overview of his background as a psychologist who has dedicated much of his career to studying methods of measuring patients' quality of life, health status and overall health outcomes. In addition to his work with the NIH, Cella is chairman of the Department of Medical Social Sciences at the Northwestern University Feinberg School of Medicine.

During his presentation, "The Patient as Policymaker in an Era of Increasing Accountability," Cella said patient-reported outcome data is important because "doing the right thing on paper doesn't always translate into the best thing for the patient."

He discussed some of the defects of current measurement models and described components of successful ones. According to Cella, PROMIS has been extremely effective in measuring patients' physical, mental and social health because it uses groups of generic questions, or "item banks," which can be interpreted in relation to specific diseases. At present, PROMIS is being tested at 15 institutions, with 40,000 patients contributing both qualitative and quantitative data.

(Continued on page 2)

Students explore careers at the MGH

EAST BOSTON HIGH SCHOOL senior Ishmael Branch, 18, center, watches as Daly Celletti, RT, radiology technologist, left, and Tracy Costley, RTR, radiology technical supervisor – both from Emergency Radiology – demonstrate X-ray imaging on National Job Shadow Day on Feb. 3. Branch was one of 79 high school students who took part in the 17th annual event, which paired students from schools including East Boston and the Edward M. Kennedy Academy for Health Careers with MGH staff in 65 different departments. Students toured clinical laboratories, learned about groundbreaking research and also gained insight into possible career paths. The event was hosted by the MGH Center for Community Health Improvement.

MGHer wins trip to Super Bowl

SUNDAY WAS A TOUGH LOSS for New England Patriots fans, but MGHer Chan Thammavong still felt like a winner. Just days before the most talked about sporting event in the United States, Thammavong won the MGH Fund employee raffle for a once-in-a-lifetime trip to Super Bowl XLVI.

Thammavong's name was drawn from 15,900 entries. He had purchased five raffle tickets at the urging of a colleague but never thought he would win the grand prize. "I've never won a raffle before. When I got the call, I thought it was a joke!" said Thammavong, a radiology technologist who has worked at the MGH since 2004.

With the big game just days away, Thammavong had to think quickly about who would accompany him on the trip. He chose friend and fellow MGHer Alex Bruce. The two enjoyed a chartered flight to Indianapolis, pregame parties with Pats players and attended a postgame reception sponsored by the team. Despite a disappointing outcome, Thammavong's spirits weren't dampened. "We got to meet Joe Montana, I saw my favorite musical group perform, and we hung out with diehard Pats fans," said Thammavong. "The game was amazing. My heart rate was doubled the entire time!"

Thanks to the generosity and enthusiasm of employees, the MGH also was a big winner. Raffle sales raised nearly $80,000 for the MGH Fund, the hospital's unrestricted funding source.

Photo courtesy of Thammavong

SUPER SMILES: Patriots player Rob Gronkowski poses for a photo with Thammavong.

Department of Anesthesia collaboration aims to improve postoperative care in rural Uganda

IN THE UNITED STATES and other developed nations, caregivers can access to the latest technologies and techniques, allowing them to improve patient outcomes and comfort. Unfortunately, clinicians in developing countries often lack these critical resources. In an effort to improve postoperative pain management in rural Uganda, anesthesiologists from the MGH Department of Anesthesia, Critical Care and Pain Medicine – with support from the MGH Center for Global Health – recently worked with doctors at Mbarara University of Science and Technology to conduct a week-long seminar to teach anesthesia residents how to administer ultrasound-guided nerve blocks.

Photo courtesy of Paul Firth

SUSTAINABLE SUPPORT: Modest, far right, works with Ugandan anesthesia residents

"Postoperative pain is poorly managed in Uganda. Our goal was to bring a new and innovative technique to Uganda to address this problem," says anesthesiologist Paul Firth, MBChB, who helped start the program. "Although ultrasound has been widely used in U.S. anesthetic practice for five to 10 years, it didn't exist in rural Uganda."

Firth traveled to Uganda with a team of MGH physicians – including Vicki Modest, MD, and Peter Stefanovich, MD – to conduct the seminar. "The enthusiasm of the Ugandan anesthesiologists for learning ultrasound-guided nerve blocks was remarkable," recalls Stefanovich.

The key, Firth says, is to introduce practices like these in a sustainable way so clinicians can build a health care infrastructure that supports clinical advances, education, and research. To that end, Firth and his team also have been conducting medical lectures via Skype and are planning further collaborations with Mbarara University, including expanding an intensive care unit.

"By organizing these lectures over the net, Ugandan instructors are free to focus on other projects, including building our research capabilities," says Steven Tendo, MD, a lecturer at the university. "The residents have been extremely interested; they now run the program without me." ■

— *Outcomes*

(Continued from page 1)

"These measures are really important, especially with the work we're doing at Partners," said Liz Mort, MD, vice president for the Center for Quality and Safety and associate chief medical officer for the MGH. She described the Partners Strategic Initiative, now in its second year, which includes numerous care redesign teams working to improve care while reducing costs. One of the challenges these teams face is effectively measuring the outcomes of their efforts and whether they increased value for patients.

The forum's final speaker was Eyal Zimlichman, MD, MSc, lead researcher for Partners Clinical Affairs. Zimlichman focuses on incorporating new outcome measures at the Partners level as part of the Strategic Initiative, which, he said, constitutes the first attempt by a health care system to implement an operational patient-reported outcomes system.

Zimlichman will begin measuring patient-reported outcomes based on the work of two care redesign teams, one focused on diabetes and the other on coronary artery bypass graft surgery. Data collection will begin in March.

For more information about PROMIS, visit *www.nihpromis.org*. For more information about the Partners Strategic Initiative, access *http://priorities.massgeneral.org*. ■

MGH career panel offers students insight into the future

"PICTURE YOU ARE A DOCTOR and speak English, and I am a patient and speak Portuguese. How will you communicate?" Anabela Nunes, manager of Interpreter Services at the MGH, asked a group of students in the MGH Youth Scholars Program. "That is where a medical interpreter comes in."

The MGH Youth Scholars Program, part of the Center for Community Health Improvement, is a four-year program for youth in grades 9 through 12. Its curriculum exposes students to careers in Science, Technology, Engineering and Math (STEM) and health while preparing them for the college application process.

Nunes was one of five featured speakers during a Feb. 2 career panel event for 30 ninth graders in the program. Students spent about 20 minutes with each speaker learning what level of education or training programs are necessary to be successful. The MGH staff members also provided an overview of what someone seeking a position in their field could expect on a day-to-day basis.

EDUCATIONAL EXPERIENCE: Logan talks with students about his career at the MGH.

"If you want to work in a hospital, you don't have to be a doctor or a nurse – you can be a scientist," said Robert Logan, research technician in the Department of Neurology, who talked with students about his Parkinson's disease research. He said one of the main reasons he entered the field was his fascination with the unknown. "I have a love for answering questions, and in my research there are so many questions. Having a job that works to find the answers is great. It's very hard, but it's also very rewarding. Every day I'm solving a puzzle."

The students began the program in January and will continue to meet weekly until June. "We provide students with resources to make healthy decisions in their lives and provide a curriculum that might spark an interest in a career in science or health care," says Amanda Walsh, MGH Youth Scholars Program manager.

Other speakers were Nicole Christian, MD, psychiatry resident; Jean Nezivar, research technician in the Infectious Disease Unit; and Ann Hunt, PT, DPT, physical therapist.

"Don't be afraid to look at a lot of careers and go out and shadow people," Logan told the students. "Try to get a variety of experiences in a variety of areas so that you can discover what is truly the best fit for you, which may not be what you had originally expected." ■

'Don't eat where you treat'

A COFFEE CUP in a hallway between patient rooms may seem harmless, but consuming food or drink in patient care areas – places where there is a risk of exposure to blood or other infectious material – has the potential to spread disease and is prohibited by the Occupational Safety and Health Administration and the MGH Bloodborne Pathogen Exposure Control Plan. In collaboration with the Infection Control Unit, an Infection Control Tiger Team – led by Mallory Davis, associate director of Corporate Compliance, and George Reardon, director of Patient Care Services Clinical Support Services – is working to increase employee awareness about where it is acceptable to eat and drink.

"Our goal is to protect patients and staff, but we want to balance safety with realistic expectations for access to food and drink," says Davis. "We understand that staff need to be able to eat and hydrate throughout the day."

The chart at right offers guidelines about where it is safe and appropriate to consume food and drink and where it is not. Individual units may be more restrictive depending on patients' needs.

"We don't want staff to eat or drink in patient care areas for a number of reasons," Reardon says. "We want to protect patients, co-workers and ourselves from contamination and be respectful to those who might be fasting or sensitive to smells. We also want to maintain a clean, safe and professional environment, which includes not attracting pests of any kind and safeguarding important equipment that might be located in these areas."

For more information, call Infection Control at 617-726-2036 or access *http://intranet.massgeneral.org/excellenceeveryday.*

EXCELLENCE EVERY DAY

Where CAN you eat and drink?

Staff Lounges and Lunch Rooms	Food YES Drinks YES
Conference Rooms (where permitted)	Food YES Drinks YES
Private Offices	Food YES Drinks YES
Inside the Nurses Station (low interior spaces only)	Food NO Drinks YES
In Hallways Between Patient Rooms	Food NO Drinks NO

WHAT'S HAPPENING

Nominate a Patient Safety Star

The deadline for MGHers to nominate a colleague who has demonstrated particular excellence in patient safety as a "Safety Star" is Feb. 13 at 5 pm. To nominate an individual online, access *http://sharepoint.partners.org/mgh/cqs,* select "Patient Safety Star Nomination Form" on the left panel and then click the "Respond to This Survey" button. Employees may also fax their nomination to Millie LeBlanc at 617-726-4304 with the nominee's name, department and mailstop information; the nominee's immediate supervisor's name; and at least one example of the nominee's contribution to patient safety. The MGH will sponsor its third annual Patient Safety Star Appreciation Breakfast March 7.

Ash Wednesday services

The MGH Chaplaincy will offer Ash Wednesday services Feb. 22 in the MGH Chapel on Ellison 1. An ecumenical service will be held at 12:15 pm and a Roman Catholic Mass will be held at 4 pm. Ashes will be distributed from 9 am to 5 pm in the Chapel and will be delivered once to each patient floor between 8 am and 4 pm. Services will be broadcast on Channel 16 on the MGH in-house television system. Ashes also will be distributed at the following locations: CNY Building 149, West Wing, from noon to 1 pm; Charlestown HealthCare Center, Basement Conference Room, from 11 am to noon; Chelsea HealthCare Center, Eleanor Clark Conference Room, from 8 to 9 am; Revere HealthCare Center, Administrative Conference Room, from 11:30 am to noon; Schrafft Center, BWPO Conference Room, from 11:30 am to 1:30 pm; and Massachusetts Eye and Ear Infirmary, 11th floor patient lounge, from 10 to 10:45 am. For more information, call 617-726-2220.

Home Base Program education series

The Red Sox Foundation and MGH Home Base Program have joined with the U.S. Department of Veterans Affairs' National Center for Posttraumatic Stress Disorder to present a free 14-part live interactive online educational series, "From the War Zone to the Home Front: Supporting the Mental Health of Veterans and Families," from Feb. 23 through May 24. Faculty members include nationally known clinical and military experts affiliated with the MGH and the Home Base Program, Veterans Affairs, UCLA, Duke University, Boston University and Emory University. For more information, access *http://mghcme.org* and click the "PTSD & Anxiety" tab.

Ostomy support group

The ostomy support group will now meet on the third Thursday of every month at 6 pm in the Wang 455 Surgical Clinic conference room. The group is open to all colostomy, ileostomy and urostomy patients and their family members.

Clinical Research seminars

The MGH Clinical Research Program is offering the following seminars in the Simches Center, Room 3.110:

- "Next Generation Sequencing at Harvard: Resources and Applications," March 12 from 9 am to 5 pm. For more information, contact Suzanne Powell at *smpowell@partners.org.*
- "Clinical Trial Billing: Charge Capture and Billing Procedures," March 14 from noon to 1 pm. For more information, contact Lauren Michaels at *lmichaels@partners.org.*

Register at *http://hub.partners.org*

One-stop intranet site for Strategic Priorities

Employees are encouraged to access the MGH/MGPO Priorities intranet site, *http://priorities.massgeneral.org,* for updates about care redesign and patient affordability initiatives at Partners and the MGH. The site is within the Partners firewall and best accessed from a Partners work station or by VPN.

Sweet treats

Members of the MGH Human Resources (HR) Department – from left, Alicia Woo, HR assistant, Mary Anne MacKenzie, HR coordinator, Dee Dee Chen, HR consultant, and Isabel Cravens, HR coordinator – were just a few of the many employees who turned out for the second annual MGH Blood Donor Center Cupcake Tasting event on Feb. 8. Donors were treated to cupcakes from Boston bakeries Cakeology, Flour and J.P. Licks, and each received a long-sleeve MGH Blood Donor Center T-shirt. Additional donor cupcake tasting events will take place on Feb. 16 featuring baked goodies from Curly Cakes and Lulu's Sweet Shoppe and again on Feb. 21 with Kickass Cupcakes. For more information or to schedule an appointment, call 617-726-8177 or email *mmacphee@partners.org.* Visit the center on Facebook at *www.facebook.com/MGHBloodDonor.*

Infection prevention

The MGH Occupational Health Service is required to keep a log of any employee, volunteer or affiliated non-employee who has symptoms of or has been exposed to an infectious disease or illness – including diarrheal illness, conjunctivitis, cough of more than two weeks duration, or a rash or skin lesions. To report an incident, please call Occupational Health Service at 617-726-2217.

Partners EAP seminars

The Partners Employee Assistance Program (EAP)'s winter/spring seminar series schedule is available at *www.eap.partners.org* under the "Seminars and Events" heading. These lunchtime seminars are free to all employees and their household members. For more information, call 1-866-724-4327.

Submit news tips and story ideas to *MGH Hotline*

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02.17.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Charting the course for the future

WHETHER A NURSE administering medication using eMAR or an admitting coordinator registering a patient in PATCOM, many day-to-day operations at the MGH are conducted electronically. Next on the horizon is the Acute Care Documentation (ACD) project – also known as e-chart – an innovative, computerized documentation system for inpatient clinical assessments, notes and flowsheet data. By electronically capturing, storing, processing and displaying this data in one place, the system will enable more cohesive and efficient patient care.

Multidisciplinary teams comprised of clinicians, administrators, Information Systems staff and external consultants are working to fine-tune e-chart in preparation for its pilot launch at the MGH and BWH. Leading the project at the MGH are Sally Millar, RN, director of Patient Care Services Informatics; James McFarland, MD, Heart Center physician; and Deborah Adair, MPH, MS, RHIA, director of Health Information Services.

"This project has been underway for several years because we must make sure that although the system is standardized, it still meets the important, highly specific needs of different patient populations," says Millar. "Once completed, however, we believe it will be a remarkable improvement in quality and efficiency for both patients and staff."

The e-chart application, which uses MetaVision software, will be piloted on a small number of units at the MGH and BWH sometime in 2012. Enhancements to support clinician workflow and system requirements will be made at the completion of the pilot. Once finalized, the system will be implemented on all adult and pediatric inpatient units at the MGH and BWH.

(Continued on page 4)

DINNER DATE: The Morellis enjoy a special Valentine's Day dinner on Ellison 9.

A heartfelt surprise

JOHN AND STACEY MORELLI have had many meals together in the 15 years they've been married. There are the early morning breakfasts and the dinners at the kitchen table they share with their three boys. But this Valentine's Day, John wanted to do something special for the love of his life. "I wanted to surprise her because she's my best friend, and she's always been right at my side," he said.

These days "at his side" includes bedside in the Cardiac Intensive Care Unit (CICU) on Ellison 9 where the 46-year-old has been waiting for a heart and liver transplant since Jan. 20. "When you look at people who are sick – whether it's something like cancer or waiting for a transplant– it's really difficult for them. But it's also really difficult on the family and it affects them greatly. My wife is doing so much and it gets stressful. It's tough for her," he said.

So John enlisted the help of the CICU staff – including Ellen di Bonaventura, RD, clinical dietician, and Katherine Craig-Comin, LICSW, of the Social Service Department – to help him plan a Valentine's Day to remember. First he ordered roses, a teddy bear and chocolates to be delivered to their Braintree home. Then the nursing staff transformed the CICU conference room into an intimate dinner date setting, complete with a white linen tablecloth, floral centerpiece and a dry erase board decorated with drawings of roses and hearts. John arranged for Legal Sea Foods, one of the couple's favorite restaurants, to deliver dinner for the special evening.

It was a thank-you years in the making. John had open heart surgery when he was 29, and Stacey was a constant fixture in his hospital room. "We were only dating then, but she was by my bedside the whole time. Fourteen months later we were married. And now I've been in and out of the hospital for months, and she's taken our boys, who are 12, 10 and 8, to every sporting event – and they play every sport in the world – and she's taken care of every carpool and helps get all of the after-school homework done," he said. "She just deserves this. She deserves more, but this is what I could do from here." ■

Mentoring future scientists

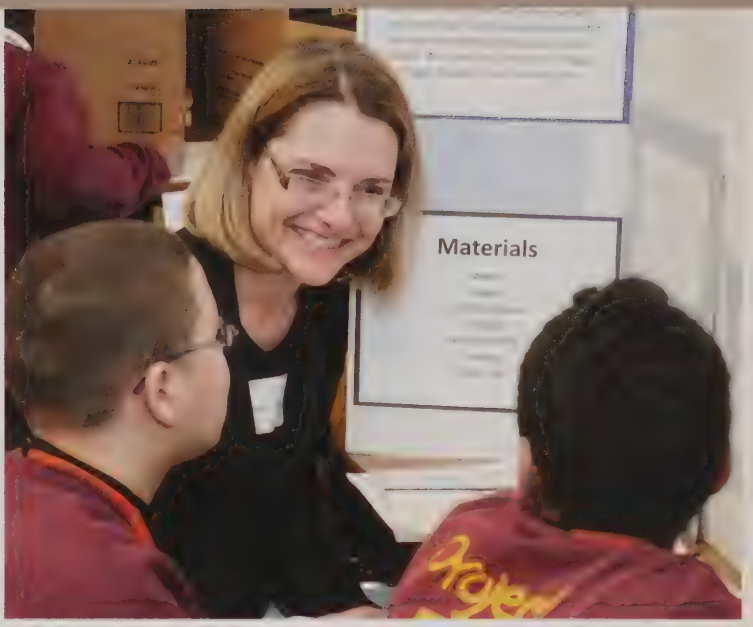
"WHAT IS THE EFFECT of the release angle on the distance a baseball travels?" "What is the effect of different light filters on the heat produced by the light?" "What is the effect of odor on the attraction of fruit flies?"

These are some of the questions 54 students from the James P. Timilty Middle School in Roxbury explored with the help of MGH mentors through the MGH/Timilty Partnership, a program of the Center for Community Health Improvement. Over the course of several months, the seventh- and eighth-grade students met biweekly with their mentors to develop research projects. Their collaborations culminated with the school's annual science fair held Feb. 6 through 9.

While many of the MGH mentors have been involved in the MGH/Timilty Partnership for a long time – the program is now in its 23rd year – others, like Bill Hynes, executive director of Pathology, were participating for the first time. "This program offers a great opportunity to have an impact on the life of a young person," says Hynes.

In addition to the 54 mentors, 75 MGHers volunteered as science fair judges, talking with students about their projects and later voting on them.

Janet Long, senior compliance consultant for Human Resources, has been a judge for three years. "It is inspiring to know that every student participates, and also to see how the partnership with MGH staff is helping students gain awareness about the possibilities of science careers."



MENTORING MOMENT: Long, center, talks with students at the fair.

The MGH mentors and their students will celebrate their scientific partnerships at a March 8 event. On March 10, 15 of the students will be among the 21 students from Timilty who compete at the citywide science fair. ■

Honoring the legacy of Martin Luther King Jr.

WHILE EVENTS AND CELEBRATIONS to honor Martin Luther King Jr. help keep his legacy alive, there also remains a need to actively uphold the principles for which the civil rights leader stood. "We can celebrate the man, but we must also take up the mission," says John Payton, president and director-counsel of the NAACP Legal Defense and Educational Fund. "And we have a long way to go."

Payton was the keynote speaker at the annual "Celebration of the Legacy of Rev. Dr. Martin Luther King Jr." event hosted Feb. 10 by Partners and the MGH Disparities Solutions Center. As a member of the country's first civil rights law firm, Payton has been involved with dozens of cases that have gone before the U.S. Supreme Court and works with other civil and human rights organizations to address challenges related to racial justice and inclusiveness.

During the program's welcoming address, Jeff Davis, senior vice president for Human Resources, provided an overview of the many programs and initiatives the MGH offers its staff, patients and visitors as part of its commitment to supporting diversity. "Here at Mass General, we are committed to keeping the dream of Dr. Martin Luther King Jr. alive. He imagined uncompromised equality and justice for everyone. Until the day his life was abruptly cut short by an assassin, he fought to make this dream a reality – not for one specific group but for all humanity, regardless of race, religion, gender or socioeconomic background or lifestyle," Davis said.

PAYTON

Carlyene Prince-Erickson, director of MGH Employee Education and Leadership Development, introduced four of the Greater Boston YMCA Achievers: Jessie Elston, insurance rehabilitation specialist in the Department of Physical Therapy, and Adilson Horta, diabetes program coordinator – both from the MGH – as well as Alfredo Escobar, interpreter services coordinator at Spaulding Rehabilitation Network, and Tia Harris, senior budget analyst at Partners. Now entering its 37th year, the YMCA Achievers program recognizes multicultural employees across Boston for their professional and community-based achievements and links them to the city's youth as role models.

"If there is one thing that I hope we can take away from this event today, it is the courage to carry on Dr. King's legacy – to embrace his commitment to service and his pursuit of opportunity, equality and education for all Americans," said Davis.

Leadership meeting highlights

MGH SUPERVISORS AND MANAGERS convened for a leadership meeting on Feb. 14, Valentine's Day, to get to the heart of important hospital matters – from recent capacity challenges to preparations for the upcoming Joint Commission survey.

MGH President Peter L. Slavin, MD, opened by thanking Rick Bringhurst, MD, who is stepping down after nearly 10 years as senior vice president for Research. Bringhurst will continue to guide research at the hospital as a senior advisor to the incoming senior vice president, Harry Orf, PhD.

Slavin then turned to a topic that has been at the forefront of many staff members minds: the record level of inpatient activity. Compared to the first quarter of last year, combined inpatient and observation activity is up by 5 percent. He thanked staff for handling recent capacity challenges in a constructive and collaborative way.

Slavin also reported that the hospital finished the first quarter with an operating gain of $69 million, which is about $20 million better than budget. While inpatient and outpatient activity contributed to the positive financial result, Slavin said the primary reason is prior-year settlements with insurers. When these settlements are subtracted, the MGH is essentially on budget. But Slavin pointed out several uncertainties still ahead, including recent changes to the payment method of some of the hospital's largest payers.

Tim Ferris, MD, medical director of the MGPO and vice president for Population Health Management at Partners, expanded on the topic of new contracts and new payment methods. He gave an overview of past payment mechanisms, describing how the downfalls of capitation led to pay-for-performance, which worked well but had its own shortcomings. Health care is now moving back to capitation, but with new stakes and new strategies to make it successful.

"The main focus should be on reducing the medical expense trend to as close to the rate of general inflation as we can," said Ferris. "Health care costs have been rising at twice the rate of general inflation."

To accomplish this, health care organizations must take risks and explore new care models. Ferris cited examples of such models at the MGH and Partners – including the Accountable Care Organization Program, the Partners Strategic Initiative and the MGH Care Management Program.

John Belknap, director of Corporate Compliance, addressed preparations for the upcoming Joint Commission survey. Surveyors are expected to arrive unannounced between now and August 2012. "We want to build on the success of our 2009 survey, when we did very well and received only two direct impact requirements for improvements. Our goal this year is extremely high: We want to get through the survey without any direct impact findings."

Belknap shared the leading risk factors for direct impact findings at hospitals across the state and the nation. He noted that the Excellence Every Day Communications Subcommittee is working to educate MGH staff about potential risk factors for findings through a variety of outlets, including a redesigned intranet site, *http://intranet.massgeneral.org/excellenceeveryday.*

Belknap closed by offering three key ways managers can help make the 2012 survey successful: ensure the environment of care is safe and accommodating; ensure documentation and record-keeping clearly reflects the excellence of clinical care; and ensure all staff members know what to expect during the survey and can clearly speak to performing their work with Excellence Every Day.

Welcoming Latino medical students

THE MGH MULTICULTURAL AFFAIRS OFFICE (MAO) welcomed nearly 80 members of the Latino Medical Students Association to the MGH Feb. 3 as a kick-off to the group's seventh annual national conference at Harvard Medical School. The two-hour reception in the Thier Conference Room, preceded by a hospital tour, provided students with the opportunity to talk with a number of MGH leaders, faculty and residents.

"We've been there, we know what you are going through and we hope to be a resource to you," said Fernando Contreras, MD, an Internal Medicine senior resident who serves as the education and career development officer for the MAO's Organization of Minority Residents and Fellows. "Our mission is to foster a supportive community during training, and we are committed to enhancing your careers and connections at MGH and beyond."

The event also featured remarks from Jeff Davis, senior vice president for Human Resources, who provided an overview of the hospital's history, and Elena Olson, executive director of MAO, who detailed several possible future opportunities for students to learn more about the MGH – including MAO's mentorship, summer research trainee and visiting clerkship programs.

ENRICHING EXPERIENCE: Contreras discusses his career with members of the Latino Medical Students Association.

Ernesto González-Martinez, MD, director of the Dermatology International Training Program and the first Latino full professor in the department, told students how the MGH has evolved into an organization that celebrates its diverse staff. He offered them a two-part challenge: "Be the best physician you can be regardless of ethnicity – but also always consider social responsibility to be part of your career," he said. "I feel enriched by all of the people in this community, and I hope you can all see that MGH is a tremendous place to work." ■

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WHAT'S HAPPENING

MGH Hotline schedule change

MGH Hotline will not publish Feb. 24 due to the Presidents Day holiday. The regular publication schedule will resume March 2.

Monitor Online Record Access

The MGH Clinical Research Program is offering "An Overview of Monitor Online Record Access" March 8 from 2:30 to 3:30 pm in the Simches Center, Room 3.110. Registration is required at *http://hub.partners.org/catalog*. For more information, contact Lauren Michaels at *lmichaels@partners.org*.

IN GENERAL

Joan Miller, MD, chief of Ophthalmology at the MGH, was honored with a 2012 Pinnacle Award from the Boston Chamber of Commerce. The award recognizes women for outstanding achievement in the workplace, demonstrated leadership that has made a difference, and a commitment to enhancing the quality of life in the region.

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– e-chart

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"We will be in close communication with the hospital community once a timeline for pilot testing and implementation is set," says McFarland.

While the implementation of e-chart will provide immediate improvements to inpatient documentation, the ACD project also is laying the foundation for an even more comprehensive project known as the Enterprise Clinical System. A steering committee was launched in May 2011 by Partners President and CEO Gary L. Gottlieb, MD, MBA, to help guide the initiative across all Partners entities. Committee co-chairs are Gregg Meyer, MD, senior vice president of the Edward P. Lawrence Center for Quality and Safety, and Cindy Spurr, RN, MBA, corporate director of Clinical Systems at Partners.

"E-chart will serve as a bridge to the Enterprise Clinical System, which is still several years down the road," says Meyer. "The work we are doing to roll out e-chart is essential to the work needed to implement the Enterprise Clinical System. In addition, e-chart functionality is needed to meet federal meaningful use of health information technology deadlines."

More information about e-chart and Enterprise Clinical System will be provided in future issues of *MGH Hotline*.

Lost something? Check with Police and Security

WITH THOUSANDS OF PEOPLE coming in and out of the MGH each day – whether staff with busy schedules or patients with health concerns weighing on their minds – it is not uncommon for an individual to misplace a personal item. But when something is lost at the hospital, there is a chance it may be recovered through MGH Police and Security's lost and found.

Police and Security staff try to contact owners and return items whenever possible. While most unclaimed objects become property of the MGH after 30 days and eventually are discarded, valuable jewelry and watches may be kept for a longer period of time.

"Staff, patients and visitors should call us about lost items or missing personal effects as soon as they realize they've been misplaced," says Bonnie Michelman, director of Police, Security and Outside Services. "But if a piece of valuable jewelry or a watch was lost on campus property, even if it was a while ago, we might still have it."

In order to claim a lost item, the owner must be able to describe or draw it in detail. To inquire about a lost item, call 617-724-3030. To report a found item, call 617-726-2121. ■

The week that lasts all year

NATIONAL PATIENT SAFETY AWARENESS WEEK is March 4 through 10. In honor of "the week that lasts all year," MGH experts in topics ranging from disabilities to health care proxies will staff tables in the White lobby March 6 and 8 from 9:30 am to 2:30 pm. Educational handouts and fliers will be available, and individuals who stop by the table will be entered to win a raffle for a Kindle. An informational poster series featuring some of the same topics will be on display near Coffee Central.

The week will culminate with a presentation, "New Dimensions in Breast Health: Tomosynthesis," by Betty Rafferty, MD, director of Breast Imaging, March 8 from noon to 1 pm in the O'Keeffe Auditorium. Tomosynthesis – a revolutionary three-dimensional mammogram technology that improves breast cancer detection – was pioneered at the MGH under Rafferty's leadership.

In addition to these events, the MGH Imaging Safety Office is hosting a series of educational presentations throughout the week, including "Radiation Reduction Measures" by James Thrall, MD, radiologist-in-chief, March 8 from 3:30 to 4:30 pm in Robins Room A on Founders 2. For a full list of presentations, access *http://intranet.massgeneral.org*. CEUs are available for radiology technologists and nurses.

For more information about Patient Safety Awareness Week, contact Millie LeBlanc, RN, patient safety specialist, at *mleblanc1@partners.org* or 617-726-8031.

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MGH HOTLINE

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HEALING HARMONIES

German consul general hosts Music in Medicine Program

CLAUDIUS CONRAD, MD, PHD, slowly lifted his fingers from the keys of the Steinway piano after playing the final notes of Schumann's *Kinderszenen*. Moments later the standing-room-only audience at the Goethe-Institut Boston broke the silence with calls of "Encore!"

Conrad, surgeon and director of the Music in Medicine Program at the MGH and the Benson Henry Institute for Mind Body Medicine, was the honored guest of Friedrich Löhr, the consul general of the Federal Republic of Germany in Boston, and presented a free "Music in Medicine" concert and lecture on Feb. 23. Conrad played the works of Chopin, Mozart and Schumann and discussed the therapeutic benefits of music as it relates to surgery – for both surgeons and their patients.

FROM [illegible] Goethe-Institut Boston.

Löhr welcomed more than 140 attendees to the event, before turning the podium over to Kenneth Tanabe, MD, chief of the division of Surgical Oncology. "The scope and depth of Dr. Conrad's talents are incredible. He is a talented surgeon, a wonderful physician, a gifted scientist, a dedicated investigator and an accomplished pianist," Tanabe says. "I sometimes think that we've all learned as much from him as he has learned from us. And, of course, one of the areas that we've enjoyed the most as students of Claudius is the field of music in medicine."

Produced by G.G. Garth Music Publishing, the event was a fundraiser for the Division of Surgical Oncology at the MGH. Following Conrad's 90-minute presentation, the audience participated in a question-and-answer period before enjoying a reception.

"It was an honor to give this concert lecture for the wonderful audience and Consul General Löhr at the Goethe-Institut," Conrad says. "I was also delighted that my mentors Dr. Andrew Warshaw (surgeon-in-chief emeritus at the MGH) and Dr. Tanabe were there. I hope my presentation raised awareness about the role of music in medicine, but we have only begun to scratch the surface. With more research we can elucidate the specific effects of music in healing and apply them more scientifically."

To view the full event visit *http://www.youtube.com/watch?v=EQFqkNTf4uI*. ■

Innovative MGHers honored with Bowditch Prize

OUTSTANDING EFFORTS: From left, Dighe, Warshaw and Volandes

HOSPITALS NATIONWIDE face a variety of challenges on a daily basis, including how to enhance the quality of patient care while also reducing costs. The MGH honors staff who have made significant contributions in addressing these concerns with the Bowditch Prize, named in honor of Nathanial Bowditch, a 19th century pioneer of celestial navigation who helped raise support for the construction of the MGH in the 1800s.

Anand Dighe, MD, PhD, director of the Core Laboratory in the MGH Pathology Service, and Angelo Volandes, MD, of the Department of Medicine, were honored with the Bowditch Prize at this year's 12th annual awards ceremony on Feb. 22.

"Over the past five years, Dr. Dighe has led a number of interdepartmental operations improvement initiatives that have had

(Continued on page 4)

The importance of heart health

IN HONOR OF American Heart Month, the MGH Heart Center hosted a number of events throughout February to raise awareness and educate patients and staff about heart disease, the leading cause of death in the U.S.

A lecture hosted by MGH Senior HealthWISE, "Preventing and Healing Heart Disease," kicked things off Feb. 2 with speaker Malissa Wood, MD, co-director of the MGH Heart Center's Corrigan Women's Heart Health Program, who discussed cardiovascular health and its physical, emotional and spiritual aspects.

On Feb. 3, MGH Heart Center physicians – including Wood, Nandita Scott, MD, co-director of the Corrigan Women's Heart Health Program, Claudia Chae, MD, MPH, clinical cardiologist and cardiovascular epidemiologist, and Maria Vivaldi, MD, cardiologist – presented at the Massachusetts Medical Society's seventh annual Women's Cardiac Health Conference at the society's headquarters in Waltham. Topics included epidemiology of stroke and ischemic heart disease, evaluation of chest pain in women and myths about heart disease in the Latino population. On the same day, many MGH employees participated in National Wear Red Day, to show support for women's heart health.

Scott also was the featured speaker at a Feb. 6 "Women and Heart Disease" luncheon presentation in the Thier Conference Room. Later in the month, MGH Heart Center physicians attended the American Heart Association's Go Red For Women Luncheon and Educational Forum at the Boston Sheraton Hotel.

To view the MGH Heart Center's month-long series on heart health, visit *http://www.massgeneral.org/heartcenter/about/* ■

PHOTO COURTESY OF THE MGH HEART CENTER

ROWS OF RED: The winners of the MGH's "Wear Red" photo contest are the Heart Failure/Interventional/Vascular staff who work on Gray Bigelow 8.

Tips for a healthy heart

1. Know your numbers: blood pressure, fasting cholesterol and glucose, and body mass index.
2. Don't smoke. If you do, get help with smoking cessation.
3. Know your family history: coronary disease, heart failure, high blood pressure, sudden cardiac death and valve disease can all be inherited.
4. Exercise 150 minutes per week (taking the stairs at work counts). Increments as little as 10 minutes count toward this goal.
5. Do not consume trans fats, eat less than 7 percent saturated fats and at least seven servings of fruits and veggies daily. Eat lean meats if you eat meat, and eat whole grain cereal products and fish two times per week.
6. Manage stress and maximize your support network. Friends can help you lose weight, exercise better and adopt a healthier lifestyle.
7. If you have new symptoms that are of concern, get them checked by a physician. These include fatigue, palpitations, chest, back, arm or neck pain, and shortness of breath with activity.
8. Be an agent of change for your family: encourage your kids, grandchildren, partner and friends to become more active.

– Malissa Wood, MD

THOUGHTFUL THANK YOU: From left, Andre, Dorce, MGH President Peter L. Slavin, MD, and Gérard

Meaningful art

TO RECOGNIZE the MGH for its support following the 7.0-magnitude earthquake in Haiti in 2010, employees Louis Gérard, Patient Transport supervisor, Gregory Dorce, Patient Transport associate, and Farah Andre, patient care associate, presented senior leadership with a painting from Haiti on Feb. 17 in the Trustees Room.

"We wanted to take this moment to say thank you again, on behalf of all the Haitian staff. We are so grateful that you were there for us throughout the recovery process," said Gérard as he unveiled the artwork.

The piece was painted by Berlin Noncent and depicts

(Continued on page 4)

New and improved Coffee Central reopens

THE AROMA OF freshly brewed coffee mixed with the tempting scent of baked goods filled the air as the newly renovated Coffee Central officially reopened Feb. 23 at 8 am.

Jean Elrick, MD, senior vice president for Administration, joined Susan Barraclough, MS, RD, LDN, director of Nutrition and Food Services, and Joan Shea, assistant director of Nutrition and Food Services, for a ribbon-cutting ceremony. The protective wall liner was then removed to unveil the new décor to the applause of those in attendance. Staff and visitors lined up to place their orders for the first time since mid-December, when the popular coffee stand was closed for renovations. Enhancements were made to improve efficiency and included the installation of updated equipment, an additional register and three bakery cases.

SERVICE WITH A SMILE: Coffee Central staff members

The expanded retail space also features new food selections including yogurt parfaits, mini-Bundt cakes, muffin tops and whoopie pies. The night-shift staff can now enjoy a variety of shaker salads, homemade soups and sandwiches.

"We are thrilled with the new and improved Coffee Central. Now it is up to our wonderful staff to serve a fabulous cup of coffee every single time and continue the tradition of top-notch service for which we are famous," says Barraclough. "We'd also like to thank the staff at Tea Leaves and Coffee Beans for being extremely flexible and accommodating as they helped with the influx of customers during the past few months. And, a special thank you to the Planning and Buildings and Grounds crews who helped make our transition so seamless."

Coffee Central will be open 24 hours a day, seven days a week. Tea Leaves and Coffee Beans, adjacent to the Wang Lobby, has now returned to its original schedule of Monday through Friday from 7:30 am to 3 pm. ■

IN MEMORIAM

Deborah Abbott

DEBORAH ABBOTT, administrative assistant in the Admitting and Registration Services Department, died Feb. 17 at the age of 41. Abbott was known for her abundance of energy, radiant smile and upbeat nature at all times, even during her fight against breast cancer.

"Debbie was a ray of sunshine," says Debi Dunkless, assistant to Stephen J. Gills, director of the MGH/MGPO Office of Billing Compliance. "Despite the demands on her time, she was always available, generous with her time and her enthusiasm in assisting others was genuine. Her special warmth and sincerity left you smiling after every interaction."

Abbott worked as an assistant to Nancy Connery, director of Admitting and Registration Services, for the past nine years. During that time, Connery says, Abbott became the "go-to" person within the department and was well-respected for both her work ethic and for her ability to treat everyone like a personal friend. "Our relationship really evolved into a friendship over the years," Connery says. "One of the most poignantly meaningful things that happened when she became sick was that I was able to shed my boss persona and just be Debbie's friend. It allowed me to sit and hold her hand, and tell her I loved her."

Mary Lee Gamache, administrative assistant to Deborah Adair, director of Health Information Services, recalls Abbott helping her navigate her role when she first started work at the MGH. "I only hope I continue to pay it forward by giving those who need assistance as much time and energy as Debbie gave to me," Gamache says. "Her attitude, dedication and cheerful approach to any situation not only applied to work, but to everyday living."

Abbott is survived by her husband, Dan, and two children, Gavin and Shannon, as well as her parents, brother and extended family. A funeral was held in Winthrop on Feb. 21, and a special memorial service in the Admitting Department was held Feb. 24. Donations in her memory can be made to the MGH Cancer Center.

WHAT'S HAPPENING

MGH Senior HealthWISE

MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: a lecture, "Can Lifestyle Changes Impact Dementia," March 1 from 11 am to noon in the Haber Conference Room with guest speaker Paula Caramez, MD, MGH Senior Health Fellow; a book club discussion of "The Boston Irish: A Political History" by Thomas H. O'Connor March 15 from 3 to 4 pm at the West End Library; and hypertension screenings March 26 from 1:30 to 2:30 pm at the West End Library. For more information, call 617-724-6756.

Heart Center education class

The MGH Heart Center is holding its monthly education class, "Heart Failure and Device Education Program," March 7 from 10:30 to 11:30 am in the Yawkey Center, Room 820. For more information or to register, call 617-726-7693.

Kidney Care Day

The MGH Division of Nephrology will host the eighth annual Kidney Care Day in conjunction with World Kidney Day on March 8. A Medical Grand Rounds, "Cardiorenal and Hepatorenal Syndrome," will take place at 8 am in the O'Keeffe Auditorium with speaker Robert Schrier, MD, of the University of Colorado School of Medicine, Division of Kidney Disease and Hypertension. An information table staffed by representatives from The Center for Renal Education will be located in the main lobby from 8 am to 1 pm. For more information, contact Laurie Biel, RN, at *lbiel1@partners.org*.

– Bowditch

(Continued from page 1)

a major impact on the quality and efficiency of care for nearly every patient at the MGH," said David Louis, MD, chief of Pathology, in Dighe's nomination. Louis cited the implementation of an online laboratory order entry system and the introduction of an online laboratory handbook – which significantly reduced common specimen errors and eliminated thousands of phone calls to the laboratory – as just a few of Dighe's many achievements.

Michael Barry, MD, medical director of the John D. Stoeckle Center for Primary Care Innovation, nominated Volandes, along with his clinical research group, for their creation of video decision aides that help physicians broach difficult end-of-life decision-making with patients. "In this era of patient-centered care, documentation of code status and preferences for medical care at the end of life are national priorities that the MGH should lead," Barry said. "Dr. Volandes has provided new tools to help clinicians accomplish this goal."

During the awards ceremony, Andrew Warshaw, MD, chairman of the Bowditch Prize Committee and former chief of the MGH Department of Surgery, took time to congratulate all 15 MGHers who were nominated for this prestigious award. "As in years past, we had a very difficult time making a decision," Warshaw said. "All the nominees were outstanding, and every effort important."

– Art

(Continued from page 2)

the profile of a woman against the image of a drum and guitar, surrounded by a border of bright colors, hearts, musical notes and instruments. Gérard said he selected this painting because it portrays Haiti's strength and courage.

In the days following the earthquake, the MGH quickly mobilized to offer assistance to those affected by the disaster, both by deploying staff directly to Haiti and by supporting Haitian MGHers struggling to cope with the tragedy from afar. MGH staff members continue to return to the country as part of ongoing relief efforts. ■

Cooley Dickinson, MGH to pursue alliance

THE COOLEY DICKINSON BOARD OF TRUSTEES voted Feb. 27 to negotiate an affiliation agreement with the MGH, which would help the Northampton, Mass. hospital develop and expand care programs and increase revenue.

"We are truly humbled that the leadership of Cooley Dickinson Hospital has placed its trust in Mass General to help preserve and enhance the outstanding care that patients and families in western Massachusetts have counted on for so long," said Peter L. Slavin, MD, MGH president. "We look forward to working with the Cooley Dickinson board, management, physicians and staff on the next phase of this process."

Cooley Dickinson CEO Craig Melin said the deal with Mass General would grow programs and volume by bringing additional specialists to Northampton and by increasing the use of telemedicine. Some of the ways the MGH would help Cooley Dickinson reduce overhead costs include providing access to low-interest refinancing of $62 million in bonds, lower malpractice insurance cost, and group purchasing rates for big-ticket purchases, such as information technology systems.

David F. Torchiana, MD, chairman and CEO of the Massachusetts General Physicians Organization, called the pending relationship with Cooley Dickinson good news for both institutions. "Strengthening the relationship would enable caregivers at the two hospitals to communicate and collaborate more effectively, particularly around patients who may require highly specialized services," Torchiana said. "As we all do our best to prepare for the uncertainties that lie ahead for health care, the systems of care we establish will be increasingly important."

Submit news tips and story ideas to *MGH Hotline*

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03.09.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGHers honored for safety efforts

SANDRA HESSION, RN, a nurse in the Gastrointestinal Unit, was surprised when she received a congratulatory email notifying her that she'd been selected as an MGH Patient Safety Star. "It was extremely nice," said Hession, who has worked at the MGH for 34 years. "I think patient safety is at the top of everyone's mind."

Hession was one of 54 employees named as Safety Stars, honored for their efforts to improve and enhance patient safety at the MGH. During the third annual Patient Safety Star Appreciation Breakfast March 7, each of the attending honorees was called to the front of the East Garden Dining Room where their nomination was read aloud. They were then presented with a framed certificate.

"The work you do is amazing," said Elizabeth Mort, MD, vice president of Quality and Safety and associate chief medical officer. "Your extraordinary work has addressed many of the safety issues I worry about, and it's great to know the Safety Stars are right on target."

The ceremony was one of several events held in honor of National Patient Safety Awareness Week, March 4 through 10. Throughout "the week that lasts all year," staff frequented informational tables in the

(Continued on page 2)

QUALITY CARE: Mort congratulates MGH Safety Star Robert Dorman, physical therapist.

PHOTO COURTESY OF SARAH BASTILLE PHOTOGRAPHY

HEALTHY AND HAPPY: Michael and Candice Ryan

Linked lives

MGH participates in record-breaking transplant chain

CHAIN 124. That's the name of a record-breaking kidney transplant chain. It took months to plan and execute, with the National Kidney Registry coordinating with hospitals from across the country. Thirty transplants later, 60 lives were changed – with two of the operations taking place at the MGH.

Special education teacher Candice Ryan, 56, of Berwick, Maine, was diagnosed with polycystic kidney disease at age 16. She had her first successful kidney transplant at the MGH when she was 27 years old – on her husband Michael Ryan's birthday. In the ensuing years, the couple had two children and lived normal lives. Nearly three decades later, however, Candice's kidney began to fail. She needed another transplant.

Since polycystic kidney disease is hereditary, the couple's children were excluded from donating to their mother. However, Michael, now 58, wanted to do what he could to help save his wife. The Ryans initially thought they were tissue-compatible, but when tests proved that wasn't the case, Michael remained unwavering in his decision to donate. That's when Nina Tolkoff-Rubin, MD, medical director of the MGH Kidney Transplant Program, recommended they be entered into the National Kidney Registry, which facilitates the matching of incompatible pairs for transplantation. Through the matching process, the Ryans were linked to other individuals of incompatible pairs, ultimately becoming numbers 34 and 35 in the 60-person chain.

On Dec. 5, 2011, Dicken Ko, MD, surgical director of Kidney Transplant Program at the MGH, performed Candice's transplant operation using a live-donor kidney from Florida. Hours later, Tatsuo Kawai, MD, PhD, surgical director of the MGH Dialysis Access Program, laparoscopically removed one of Michael's kidneys and shipped it to another hospital.

"Even though it's a huge hospital, the staff at MGH feels like family to us. The doctors, nurses, and the administrative staff treated us very well," said Michael. "We are proud to be a part of this chain. There are 30 people all over the country who are getting their lives back. I wish that I could give my other kidney up! It was that simple, it was that easy. And it makes such a difference." ■

Performance improvement initiatives at the MGH

SIX SURVEYORS from the Joint Commission will arrive unannounced at the MGH any time between now and August to visit a wide range of patient care units and practice sites during the course of their five-day survey. In preparation for this visit, the MGH has identified four key performance improvement initiatives aimed at ensuring the quality and safety of care for patients.

Medication reconciliation: This includes collecting and documenting a complete list of medications for each patient. For ambulatory visits, the medication list is to be updated at each visit, and any medication changes must be reconciled with the list. Patients should also receive copies of their reconciled medication list to review and keep for their records.

Universal protocol: This process ensures the correct patient is receiving the correct procedure on the correct site for all operative and invasive procedures. The three components of the universal protocol are pre-procedure verification, procedural site marking and hard stop time-out.

Infection Control: This refers to reducing health-care-associated infections through excellent hand hygiene before and after patient contact and using the appropriate personal protective equipment.

Care Redesign and Innovation Units: These efforts to rethink the processes of care delivery at the MGH and to improve quality and efficiency are moving forward with promising results. To date, care redesign teams have focused on colon cancer, coronary disease – including acute myocardial infarction and coronary artery bypass graft – as well as diabetes, primary care, stroke, vaginal delivery, lung cancer, endovascular procedures, transplantation and total joint replacement. Some teams are now beginning to design and test specific interventions that they identified through this recent analysis to improve quality and decrease costs. Care redesign will be the MGH's most important institutional initiative for the foreseeable future.

To learn more about Care Redesign and Innovations Units, access *http://priorities.massgeneral.org/home.aspx.*

To learn more about ensuring Excellence Every Day, access *http://intranet.massgeneral.org/excellenceeveryday.*

Assessing MGH's culture of safety

LATER THIS MONTH, the MGH community will be asked to assess its culture of patient safety – an environment in which all employees feel safe reporting errors and near-misses and, most importantly, are working to improve the quality of care offered to patients. MGH staff whose work directly affects patient care and who work at least 20 hours per week will be contacted via email to complete a brief survey with questions about the safety of the environment provided to MGH patients. The questions will address topics such as teamwork within and across units, nonpunitive safety event reporting and learning from errors. All answers will be logged anonymously. The results will help tailor patient safety efforts to have the greatest impact and provide a baseline against which to assess future policies and programs.

– Safety week

(Continued from page 1)

White, Yawkey and Wang lobbies to pick up materials on subjects including health care proxies and disability awareness. MGH Imaging Safety also hosted several educational presentations, with guest speakers addressing a wide variety of topics – including the HAVEN (Hospitals Helping Abuse and Violence End Now) program, interpreter service options and radiation reduction measures.

"Advancing patient safety is truly a partnership among clinicians, patients and their families, based on open communication and all involved doing their part for every patient, every time," said Lela Holden, PhD, RN, patient safety officer for the MGH/MGPO Center for Quality and Safety.

The celebration concluded with a keynote presentation by Elizabeth Rafferty, MD, director of breast imaging, on tomosynthesis, the three-dimensional mammogram technology pioneered at the MGH that improves breast cancer detection. "Tomosynthesis contributes to patient safety by decreasing the structure noise, or overlapping tissue. Like flipping through the pages of a book, the radiologist is able to look at one page at a time instead of seeing the whole breast reduced to a single frame, as is the case with standard mammography," said Rafferty.

The giving Spirit

SPIRIT HALLOWEEN SUPERSTORES representatives Dan Mathis and Philip Volonino presented the MassGeneral Hospital *for* Children (MGH*f*C) Child Life Department with a check for $22,015 on Feb. 27.

The company has donated a total of $86,000 to MGH*f*C since 2006 as part of its Spirit of Children Program, in which local stores collect donations for area hospital child life departments during the Halloween season. The program also sponsors a yearly Halloween party for MGH*f*C pediatric patients, which includes free costumes, magic tricks and face painting.

Previously, the money donated to MGH*f*C has been used for events and to purchase laptop computers, games and toys for pediatric patients.

"You guys are doing great work, and we're just happy to do our part to help you," said Mathis, Spirit's northeast region zone manager. ■

ABRACADABRA: Volonino shares a magic trick with MGH*f*C patient Billy Depina, 19.

Team Heart gives patients new lease on life

THE GOAL WAS to repair patients' hearts, but six MGH staff members who recently returned from a medical mission in Rwanda have discovered their hearts were also changed in the process.

"It is incredible to be part of giving someone's life back," said Connie Fail, RN, of the MGH Cardiac Surgery Intensive Care Unit (ICU), who served as team lead. "The only thing these young people want is to go on with their lives and be healthy."

This marks the third trip Fail has taken with Team Heart, a volunteer organization that started its long-term cardiac surgery mission to King Faisal Hospital in Kigali in 2007. The nonprofit organization now sends a 35-member team of nurses and surgeons to the hospital on an annual basis. The teams perform surgical procedures and train clinical staff to help establish an independent, sustainable cardiac surgery program at the facility. Other MGH staff joining this year's Boston-based surgical team were Dominic Gentile, RN, Alysia Monaco, RN, Ashley Kleinkauf, RN, all of the Cardiac Surgery ICU, as well as Maddie Mars, RN, and Chris Swanton, perfusionist, both of the Cardiac Operating Room.

HEALING HEARTS: Gentile, at left, with a post-operative patient who underwent a triple value and atrial septal defect closure, and Connie Kamali, nurse manager of the high dependency unit at King Faisal Hospital.

During their 14-day stay, the team operated on 16 patients between the ages of 14 and 40 who suffer from chronic rheumatic heart disease, a condition in which uncontrolled infection has damaged heart valves and compromised the heart's ability to pump blood.

"It was the opportunity of a lifetime," said Gentile of his first Team Heart trip. "One of the biggest things I saw was how little people have, but how happy they are. They are very appreciative. It was also really great how we all worked as a team, among many disciplines."

A few days following their return home, Team Heart received word that one of their most complicated patients had to be readmitted back into the hospital, where he later died. The same day, Fail said, she received a phone call from another patient who was thriving and wanted to once again share with the group how grateful she was for her new lease on life.

"She told us she'd found out that she got into law school that day," Fail said. "It was so touching, and it balanced the sadness a little bit. It really tugs at your heart when you see people taking full advantage of what we helped give to them."

For more information on Team Heart, visit *www.teamheart.org.* ■

MGH Twitter following grows

IN JUST OVER TWO YEARS, the official MGH Twitter handle @MassGeneralNews has issued nearly 1,900 tweets and amassed more than 5,000 followers. Along with sharing news, events and information from the hospital, Twitter helps connect the MGH to people around the corner and across the globe.

Here are a few tweets MGH Twitter followers have shared:

@BeingLoopySis: @mghfc: Just want to give a shout out to the Nurses and Child Life specialists at Ellison 18. You guys rock!

@ChristineKW: @MassGeneralNews: Forgot to share last week how AWESOME ambassadors were, in Wang bld circle-so kind, helpful 2 assist in/out cars #thanks

@diduseethatgame: Cancer center at Mass General Hospital just changed my life I love my mother more for what she battled and my friend heather still fighting

@fox25mornings: Stem cells could b used 2 create eggs! http://t.co/SKjTcLv1 Thanks @MassGeneralNews #fox25

@zozomal: @Arianna Huffington, Franca Sozzani and Amber Vallette at this year's #MGH Harris Center 15th Annual Public Forum. I can't wait!

@BostonTweet: Cupcakes for Pints: Donate blood today at MGH (@MassGeneralNews) & enjoy free cupcakes from Cakeology, Flour & JP Licks

To find other MGH groups using social media, visit *www.massgeneral.org/social-media.* Access *@MassGeneralNews* at *http://twitter.com/massgeneralnews.*

WHAT'S HAPPENING

Clinical Research Programs

The MGH Clinical Research Program is offering the following seminars in the Simches Center, Room 3.110:

- "Problem-Based Biostatistics for Clinical Investigators" Thursdays from March 22 through April 12 from 2 to 4 pm.
- "Genetic Library: An Intermediate Guide to Understanding the Language and Concepts of Modern Genetic Research" March 28 from 2:30 to 5 pm.
- "Applying for an NIH Career Development Award" April 2 from 2 to 5 pm.
- "Recruiting and Enrolling Patients with Disabilities in Clinical Research" April 13 from 3 to 4:30 pm.
- "A Primer on Complex Trait Genetics: Principles for the Clinical Investigator" April 4 from 8:30 am to 4:30 pm.

Register at *http://hub.partners.org/catalog*. For information about the first seminar, contact Lauren Michaels at *lmichaels@partners.org*. For information about the other seminars, contact Suzanne Powell at *smpowell@partners.org*.

MGH Blood Donor Center

On March 16 all blood donors at the MGH Blood Donor Center will be able to sample food from Max's Deli Café. For more information or to make an appointment, call 617-726-8177. Visit the center on Facebook at *www.facebook.com/MGHBloodDonor*.

Summer camp seminar

The Employee Assistance Program (EAP) will host a seminar for parents, "Finding the Right Summer Camp," March 14 from noon to 1 pm in the Thier Conference Room. The speaker is Lucy Jackson Norvell, director of public information at the American Camp Association of New England. For more information, call 617-726-6976 or visit *www.eap.partners.org*.

Community Service Awards

The Office for Diversity Inclusion and Community Partnership at Harvard Medical School (HMS) seeks nominations for the 2012 Dean's Community Service Awards, established to recognize HMS/Harvard School of Dental Medicine faculty and trainees who have made outstanding personal efforts in serving the local, national or international community. Deadline to submit a nomination is March 16. Guidelines and forms can be found at *http://www.mfdp.med.harvard.edu/awards/csa/index.html*. For more information, contact Rebecca Poe at 617-432-3020 or email *rebecca_poe@hms.harvard.edu*.

Infection prevention

The MGH Occupational Health Service is required to keep a log of any employee, volunteer or affiliated nonemployee who has symptoms of or has been exposed to an infectious disease or illness including diarrheal illness, conjunctivitis, cough of more than two weeks or skin lesions/rash. To report an incident, call Occupational Health Service at 617-726-2217.

Submit news tips and story ideas to *MGH Hotline*

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IN GENERAL

William Curry, MD, of the Department of Surgery, received the 2012 Harvard Catalyst Program for Faculty Development and Diversity Faculty Fellowship, a two-year, nondegree program for junior faculty designed to support clinical research and aid in career development.

Kelsey McCarty, senior operations manager of Quality and Safety in the Department of Anesthesia, Critical Care and Pain Medicine, was honored with a 2012 European Case Clearing House Award in the New Case Writer category for her submission, "Massachusetts General Hospital's Pre-Admission Testing Area (PATA)." The case study described the conditions of the busy outpatient clinic prior to process improvement efforts led by MGH clinicians and administrative staff and MIT students.

Gaurdia Banister, RN, PhD, executive director of The Institute for Patient Care, will be honored in June with the 2012 Mary Mahoney Award from the American Nurses Association, bestowed biennially to a nurse who has made exceptional contributions to increasing opportunities for minorities in the nursing profession.

Partners Step It Up program expands

DURING A FEB. 29 VISIT TO BOSTON by U.S. Health and Human Services Secretary Kathleen Sebelius, Gov. Deval Patrick, Mayor Thomas M. Menino, the Boston Public Schools, Partners HealthCare and the Partners Center for Connected Health announced that the Partners Step It Up program will be offered to elementary students at six Boston public schools this year.

Sebelius visited the Oliver Wendell Holmes Elementary School in Dorchester and was given a demonstration of the program, aimed at raising awareness of the importance of daily activity and good health. Partners Step It Up will provide wireless pedometers to about 400 third- and fourth-grade students. These "sneaker chips" clip onto shoes and are designed to count the number of steps each student takes and records activity minutes. The data is automatically uploaded to a designated computer hub in the school whenever students walk near it.

> "PARTNERS STEP IT UP ENCOURAGES INCREASED PHYSICAL ACTIVITY AND GOOD NUTRITION."

"We want to help the young people of our city live active, healthy lives. Partners Step It Up encourages increased physical activity and good nutrition. Through our collaboration with the Center for Connected Health, DotWell, and the Boston Public Schools, we're able to expand Partners Step It Up from two to six schools this year," said Gary Gottlieb, MD, president and CEO of Partners HealthCare.

Beginning in April and throughout the 10-week challenge, teams will compete in a virtual foot race from Boston to Orlando, Fla. Each week, teachers receive an overview showing their team's step total, and each student will be given an individual step count report.

"We're delighted to see that technology-enabled health programs are being welcomed so enthusiastically at the schools and look forward to this spring's program," said Joseph C. Kvedar, MD, director of the Partners Center for Connected Health.

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Celebrating science fair partnerships

IF SANTA CLAUS fell from a rooftop at the same time as someone who weighed significantly less, who would reach the ground first? It's a question that sparked eighth-grader Alex Drumm's science fair project on gravity.

The James P. Timilty Middle School youth was one of 54 students paired with an MGH mentor to develop a research project to present at the Roxbury school's annual science fair, Feb. 6-10. On March 8, students and mentors teamed up again for the 22nd annual recognition ceremony at the STARR Center, honoring the groups for their successful partnerships.

"I want to thank our MGH mentors – without you, no program exists," said Ellen Reavey, Massachusetts Promise Fellow, who oversaw this year's mentoring program. "You show the students the importance of caring and have given them a direct example of committing to helping others. I also want to thank the supervisors

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MEMORABLE MENTOR: MGHer Karlotta Fitch celebrates her 20th year of mentoring with her mentees, eighth-grader Wendy Gomez, left, and Drumm.

Q&A: MGH's culture of patient safety

STAFF WHOSE WORK directly affects patient care and who work at least 20 hours per week will be asked later this month to complete a survey assessing MGH's culture of patient safety. The 10-minute, anonymous survey will be distributed via email with a link for online completion.

"The results will help us tailor patient safety efforts to have the greatest impact and assess future policies and programs against a baseline," said Gregg Meyer, MD, MSc, senior vice president for the Center for Quality and Safety. Concerns such as teamwork within and across units, nonpunitive safety event reporting and learning from errors will be addressed in the survey.

Q: What is a culture of patient safety?

A: A culture of patient safety is an interdisciplinary, team-oriented, nonpunitive environment that promotes discussion of problems and errors to foster continual learning and improvement.

Q: Why is it important for MGH to continually develop a culture of patient safety?

A: Positive perceptions of patient safety culture have been associated with such outcomes as reduced employee turnover, lower rates of health care-associated infections and higher patient satisfaction.

Q: Can a hospital's patient safety culture be measured?

A: Yes, the science of measuring safety culture in health care is well established. Regular safety culture assessments have been

(Continued on page 4)

– Science fair

(Continued from page 1)

and colleagues of our mentors. Timilty students feel welcome in our mentors' departments because of their generosity. Many departments make sacrifices in order to free up time for mentors to work with their students. It does not go unnoticed, and we appreciate it."

Three MGH mentors received special milestone recognitions – Geena Nisula, senior training specialist in Admitting Services, who has been involved with the partnership for five years; Vincent Riggi, of MGH Respiratory Care Services, for his 15 years of service; and the program's longest-standing mentor, Karlotta Fitch, administrator of the Alzheimer's Disease Research Center, who celebrated her 20th anniversary.

"I really enjoy it, it's fun," Fitch said. "It's great to work with the students and figure out what project they'd like to do, and then work with them to decide how to best go about investigating it."

During the ceremony, special recognition was also given to students who showed excellence in scientific inquiry thanks to having highly original science fair questions – including "What is the effect of a Fresnel lens on an infrared motion detector's performance?" and "What is the effect of sound-cancelling tiles on sound waves?" Additional awards were given to students who showed outstanding ingenuity and flexibility during the program.

This year 16 of the Timilty students with MGH mentors were among the 21 Timilty seventh- and eighth-graders selected to compete at the March 10 Boston Citywide Science Fair at Northeastern University. ■

A LOVE FOR LEARNING: Timilty student Juleen Lewis with her mentor, Julie Berkley, a research assistant in the Neurology Department.

PHOTO COURTESY OF THE PEACE CORPS

LEADING THE WAY: Bradford Kerry announcing the Global Health Service Partnership in Washington, D.C.

Landmark BDD study

WILHELM

GREENBERG

IN TODAY'S SOCIETY, people are inundated with media images of youth, perfection and beauty. It comes as no surprise that many are self-conscious about their physical appearance. However, for patients with body dysmorphic disorder (BDD), a severe psychiatric disorder, it extends far beyond vanity. An estimated five to seven million people in the U.S. alone have this disorder. They often spend hours each day worrying about perceived defects in their physical appearance.

The MGH Body Dysmorphic Disorder Clinic, in collaboration with Rhode Island Hospital, is conducting the first and largest study of its kind to examine psychological treatments for BDD. The group – under the direction of lead investigator Sabine Wilhelm, PhD, director of the Body Dysmorphic Disorder Clinic and co-investigator Jennifer L. Greenberg, PsyD, staff psychologist – recently received a $2.14 million award from the National Institute of Mental Health to conduct a five-year trial, that will test the effectiveness of the most promising psychosocial treatment for adults with BDD: cognitive behavior therapy (CBT) and supportive psychotherapy (SPT).

CBT primarily focuses on helping patients to change the way they think about their appearance – for example, helping patients to develop more helpful thoughts and beliefs. CBT also focuses on helping patients gradually enter into situations they currently have difficulty with or avoid as a result of body image concerns. Patients use skills learned in therapy to help them through these challenging situations. The treatment also aims to help patients control repetitive behaviors, such as constant mirror checking, that are related to body image concerns.

SPT primarily focuses on the impact of a patient's symptoms on their self-esteem, functioning and relationships. The focus of SPT is to help individuals learn abo and cope with their body image concerns in conjunction with other challenging factors in their life, such as relationships and stress. Patients are encouraged to express their struggles toward adaptive coping efforts in order to improve self esteem.

For more information on BDD, visit *www.mghocd.org/bdd* or call 1-866-MGH-4BDD. ■

MGH physician to lead Global Health Service Partnership

THE WORLD HEALTH ORGANIZATION estimates that 57 countries suffer critical shortages of health care professionals, shortages that equate to a total deficit of 2.4 million caregivers worldwide. The Peace Corps, the U.S. Presidents' Emergency Plan for AIDS Relief (PEPFAR) and the Global Health Service Corps announced March 13 that they have launched an innovative public-private partnership to increase the availability of trained physicians and nurses overseas.

The Global Health Service Partnership (GHSP) will recruit, send and support U.S. physicians, nurses and other health professionals to serve as medical educators, trainers and faculty abroad. Vanessa Bradford Kerry, MD, associate director of Partnerships and Global Initiatives at the MGH Center for Global Health, will serve as the private partner lead.

"The shortage of health professionals is profound in many areas of the world, and sadly worst where the global burden of disease is highest," said Bradford Kerry at the program's launch in Washington, D.C. "These shortages limit the ability of developing countries to deliver even basic health care let alone respond to new, unforeseen epidemics. There is a great interest among U.S. health professionals who have both the commitment and expertise to serve abroad and help make a difference. The GHSP helps harness this dedication by strengthening existing nursing and medical education programs to create a force multiplier effect."

GHSP volunteers will receive the same benefits as Peace Corps Response volunteers including monthly living stipends, transportation to and from their country of service, and technical training and support. The program is expected to begin in Tanzania, Malawi and Uganda in July 2013 with participants serving one-year assignments. The Peace Corps initially plans to deploy 25 to 30 nurse and physician educators, with four times that many serving in six or more countries within three years.

"In my view, this is one of the most exciting public health initiatives since PEPFAR," said David Bangsberg, MD, MPH, director of the MGH Center for Global Health. "We're thrilled to have Vanessa spearhead this initiative." ■

Assessing occupancy at the MGH: Meet the MGH Capacity Committee

EVERY WEEKDAY AT 10 AM, representatives from several departments within the MGH gather in the Admitting Conference Room. This multidisciplinary team reviews the morning's capacity report for the MGH's 947 beds, assesses overall occupancy, looks at current bed requests and planned admissions and discharges for the day. The team also proactively reviews the planned admissions for the next several days to predict the demand for beds in the near term.

As needed, the MGH Capacity Committee reports its findings to senior leadership and team members also share the report with staff members, outlining any notable trends or expected surges in capacity on each unit and what strategies will be implemented.

"Before we only came together in times of crisis," said Nancy Connery, director of Admitting and Registration Services, who leads the committee. "Now, because we meet every day, we have a shared understanding of capacity and people work better together to find solutions. We've developed a group shorthand that enables quicker interventions."

Most days, the morning meeting is sufficient, but on days when the Emergency Department's (ED) or Operating Room's (OR) patient volume spikes, the Capacity Committee is called together as often as needed – oftentimes hourly – to address the surge. Earlier this year, when faced with unprecedented volume on two separate occasions, the committee met up to five times a day, Connery said. "We were able to work collaboratively and creatively to manage both the capacity surge and keep our colleagues on all units up-to-date on the latest plans."

Peter Dunn, MD, executive medical director of the OR, said the creation of the committee was an essential step in helping the MGH collectively manage resources and patient flow. "In addition to addressing the issues of the

(Continued on page 4)

MORNING MEETING: The MGH Capacity Committee at work.

WHAT'S HAPPENING

Wellman Center lecture series

The MGH Wellman Center for Photomedicine will host a lecture, "Biophysical methods of drug delivery: skin vaccination with microneedles and intracellular delivery with laser-activated nanoparticles," March 30 from 3:30 to 4:30 pm in the Thier Conference Room. The speaker is Mark R. Prausnitz, PhD, regents' professor in the School of Chemical and Biomolecular Engineering at Georgia Tech and Wallace H. Coulter Department of Biomedical Engineering at Georgia Tech and Emory University.

Fundamentals of Medical Terminology

A 10-week "Fundamentals of Medical Terminology" course will be offered Tuesdays from March 27 to June 5 from 5 to 7 pm in the Haber Auditorium. This introductory course teaches students how to analyze, decipher, spell and pronounce medical terms. Emphasis is placed on understanding terms in the proper context as they relate to the anatomy, physiology and pathology of the human body. This course is ideal for employees considering a transition from a nonclinical to a clinical role. For more information, call Marjorie Kelland at 617-724-0164. Register through PeopleSoft at *http://ibridge.partners.org/getaccess*. The course code is MGH013.

Lester Wolfe Workshop

The Lester Wolfe Workshop series in Laser Biomedicine, "Lighting Up the Skin" will be held April 3 from 4 to 6:30 pm in the Simches Center, Room 3.110. The following presentations will be featured:

- "Macro Surgery on the Micro Scale?" with speaker R. Rox Anderson, MD, director of the MGH Wellman Center for Photomedicine.
- "Advances in Confocal Microscopy of Skin Cancer: Current Head Winds and Promising Tail Winds for Clinical Acceptance," with speaker Milind Rajadhyaksha, PhD, of the Dermatology Service at Memorial Sloan-Kettering Cancer Center.
- Nonlinear Pump-Probe Optical Imaging to Diagnose Melanoma," with speaker Warren Warren, PhD, director of the Center for Molecular and Biomolecular Imaging at Duke University.
- "Can Light Cure Acne?" with speaker Fernanda Sakamoto, MD, PhD, a research assistant at the MGH.

A reception will be held prior to the lectures from 3:30 to 4 pm. For more information, contact Andrea Johnston at *ajohnston2@partners.org*. This series is sponsored by the G. R. Harrison Spectroscopy Laboratory, MIT, MGH Wellman Center for Photomedicine, and the Harvard-MIT Division of Health Sciences and Technology.

Clinical Research Program

The MGH Clinical Research Program is offering a seminar, "Internet Recruitment and Retention: IRB, Security and Web 2.0," April 11 from noon to 1 pm in the Simches Center, Room 3.110. In this session, presenters will use a case-based approach to discuss how the IRB approaches using the internet/web 2.0 for interacting with study participants and will review the privacy considerations that need to be considered. Registration is required at *http://hub.partners.org/catalog*. For more information, contact Lauren Michaels at *lmichaels@partners.org*.

Submit news tips and story ideas to *MGH Hotline*

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– Patient safety

(Continued from page 1)

recommended by both the Joint Commission and the National Quality Forum, and hundreds of hospitals nationwide have conducted safety culture surveys.

Q: Have we been measuring the culture of patient safety at MGH?

A: Yes. In 2008, the MGH took part in a comprehensive survey of its safety culture and learned an enormous amount about the organization's strengths and areas in which it could improve. In the four years since that survey, the MGH has worked hard as an institution to advance a culture of safety – an environment in which all employees feel safe reporting errors and near-misses, and most importantly, all are working to improve the quality of care offered to patients.

Q: Will the results be used to assess individual or manager performance?

A: No. This approach is intended to allow the MGH to identify learning and developmental opportunities, but will not be used to assess individuals.

– Capacity Committee

(Continued from page 3)

day, the committee is now working toward establishing processes for predicting the future, which will help us to continue to grow with a fixed capacity. This will enhance efficiency, throughput, and ultimately the quality of care for our patients," Dunn said.

As part of its charge, the Capacity Committee also helps administer Code Help, the state-mandated policy to move all admitted patients out of the ED within a 30-minute period once its maximum occupancy is reached or exceeded.

"The fact that a group of senior leaders from Admitting, the Emergency Department, Patient Care Services, Case Management, Medicine and Perioperative Services comes together each day is comforting and encouraging," said Bob Seger, executive director of Emergency Services and Emergency Preparedness. "We work as a team to develop countermeasures in the morning that hopefully avoid ED overcrowding – and the need to activate Code Help – in the afternoon and evening."

IN GENERAL

Arun Krishnaraj, MD, assistant radiologist in the Abdominal Imaging and Informatics Division at the MGH, was honored with the American Medical Association Foundation's 2012 Leadership Award, which recognizes outstanding nonclinical leadership skills in advocacy, community service and education. Krishnaraj's research interests are the application of informatics to improve the efficiency, safety and quality of imaging services.

03.23.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Appointments announced

MGH names new chiefs for Department of Neurology, Department of Urology

THE MGH WILL WELCOME new chiefs for the Department of Neurology and the Department of Urology later this spring.

Merit Cudkowicz, MD, MSc, current director of the MGH Amyotrophic Lateral Sclerosis (ALS) Clinic and the Julianne Dorn Professor of Neurology at Harvard Medical School, has been named chief of the Department of Neurology, effective May 1. Cudkowicz will succeed Anne Young, MD, PhD, who has led the department since 1991.

CUDKOWICZ

BLUTE

"It is a tremendous honor to be asked to take over as the next chief of this outstanding Neurology Department at MGH, following in the footsteps of so many great leaders," Cudkowicz says. "Under Anne Young's leadership, our clinical and research enterprise has grown tremendously over the last 20 years. Our residents and training program are superb. The MGH Neurology Department is one of the best in the nation. Now is an enormously exciting time for neurology, with rapid-pace growth in basic science and new potential for developing treatments."

Cudkowicz came to the MGH as a resident in 1991 and joined the faculty in 1995. She is an internationally respected expert on the treatment of ALS, also known as Lou Gehrig's disease. In addition to her role as director of the ALS Clinic, she serves as co-director of the Neuromuscular Division and director of the Neurology Clinical Trials Unit at the MGH. Cudkowicz also has been involved in significant work related to Huntington's disease and other neurodegenerative disorders.

Young, who was the first woman chief of a clinical service at the MGH and who, among her many contributions, established the MassGeneral Institute for Neurodegenerative Disease in 2001, will remain active clinically.

"On behalf of the entire Neurology Service, I'd like to recognize Anne Young's extraordinary leadership over these past 20 plus years," says Lee Schwamm, MD, vice chair of Neurology. "Over these two decades, she oversaw a major expansion of the department, revolutionized neuroscience research and championed the growth of neurocritical care. No single figure has had a bigger impact on the field of neuroscience during her tenure. She has left the department in a wonderful position, poised for a new decade of opportunity and innovation under the new leadership of Dr. Cudkowicz. We look forward to working closely with Anne for many years to come, as we continue to rely on her insights, expertise and commitment to the success of the department."

In addition to the change in Neurology leadership, Michael Blute, MD, who is currently director of the Cancer Center of Excellence at UMass Memorial Medical Center in Worcester, has been named chief of the MGH Department of Urology, effective April 2. Blute will succeed Scott McDougal, MD, who has led the department since 1991.

"I enthusiastically look forward to working with faculty and

(Continued on page 4)

Tender visit at MGH*f*C

"OH MY GOD it's Tuukka! It's Tuukka," yelled Josh Hume, 18, as he watched the Boston Bruins goaltender walk into a nearby pediatric patient's room on Ellison 18. Hume and Max Shaw, 18, grabbed their friend Joshua Sharpe, 19, a patient at the hospital, and brought him back into his room to await their turn with Tuukka Rask. Rask, who is recuperating from a groin injury, decided to make a surprise visit to patients at MassGeneral Hospital *for* Children (MGH*f*C) on March 21. Hume and Shaw had picked a great day to visit their friend.

While on the pediatric floors, Rask handed out Bruins gift bags filled with memorabilia and signed pillowcases and pictures. He stopped to chat with patients and their loved ones, sharing stories, giving high-fives and answering questions about his injury.

MGH resident collaborates with Lebanese university

PHOTO COURTESY OF HASAN MERALI

PARTNERS OUTREACH: Many Iraqi refugees live in this suburb of Jdeideh, just south of Beirut, and are served by Le Dispensaire St. Antoine clinic, where Merali worked during his time in Lebanon.

HASAN MERALI, MD, followed the 80-year-old patient to her home, a small, dark concrete room within the Shatila Refugee Camp in Lebanon, where rats scurried across the floor. During the home visit, the woman told of losing her entire family to the Shatila massacre in 1982 and noted she now is dependent for medical care on the kindness of doctors like Merali who volunteer at the camp's outreach clinic.

The patient is one of many that stick with Merali, a second-year pediatrics resident at the MassGeneral Hospital *for* Children, after his visit to the Middle East in February. Merali traveled to the Lebanese American University (LAU) to work in its Department of Social Medicine and Global Health as part of the new Partners HealthCare International (PHI) Global Health Research and Service Program, which matches students and residents with international partners for work-abroad opportunities. PHI is sponsoring four projects in 2012, including the work of Vinod Nambudiri, MD, a second-year Dermatology resident at the MGH, who in April will spend two weeks in Delhi, India, focusing on ways to provide higher quality health care at lower costs.

For a two-week period, Merali taught LAU medical students, developed a problem-based learning case study and worked at two outreach clinics for both Palestinian and Iraqi refugees. "The case I wrote was that of a 5-year-old girl who had been sent to the Shatila Refugee Camp several months before with pallor and fatigue. Further testing revealed microcytic anemia and a final diagnosis of lead toxicity. This case was interesting because the patient had multiple environmental factors that had contributed to the lead toxicity."

The case also allowed him to teach his students the importance of taking a thorough social history and participating in home visits if concerns arise during treatment. In the weeks following his return to the MGH, Merali has continued to serve as a mentor for the LAU students via the Internet.

"This was a fantastic experience, and I'm glad I had the opportunity to not only see patients, but also teach medical students," Merali says. "LAU has done an excellent job of integrating social medicine and global health into all four years of their curriculum. I learned how this model of medical education not only better prepares students to work with socioeconomically diverse populations but also inspires them to work with underserved patients after they finish their training."

To read more about Merali's experiences, visit the Partners HealthCare International blog at *www.phmi.partners.org/News/PHMI-Blog.* ■

Child life specialists empower, support children and families

MEMBERS OF THE MassGeneral Hospital *for* Children's (MGH*f*C) Child Life Team marked the 30th anniversary of Child Life Month by hosting a table in the White Corridor March 22. The month celebrates the efforts of certified child life specialists, who work to empower and support children and families facing stressful life events. Eight full-time and three part-time certified child life specialists work at MGH*f*C.

"The month is an opportunity for us to educate the hospital and the community about the services we provide," says Marilyn Gifford, CCLS, senior child life specialist. "People are interested in all the areas of Child Life at the hospital. "

SUPPORTING CHILDREN: From left, Gifford; Anne Boucharo Pizzano, CCLS; Caroline Linker, Child Life intern; and Katie Weagle, CCLS, Pediatric Imaging

HERE TO HELP: Levasseur in the White Lobby during one of her greeting shifts.

Caring for patients – in every sense of the word

A PATIENT COMING to meet with an MGH physician about the pain in his chest enters the revolving doors of the White Lobby. He was given the physician's office location a week earlier, but he's overwhelmed with worry about his health. Standing in the middle of the lobby – hallways extending in every direction and surrounded by a multitude of signs – he suddenly feels lost.

This is where Jeri Levasseur, an administrative assistant in Research Management Administration, comes in. Levasseur volunteers each week at the White Lobby information desk greeting patients, families and visitors as they arrive at the MGH. She is one of many employees who submitted a written example of ways they demonstrate the service principles shared with all MGH employees in the educational video, "Excellence Every Day for Our Patients and Their Families." Here is an excerpt from what Levasseur wrote:

"I love greeting because I want people to feel like they are coming to my home, warm and welcomed. I am so proud of MGH and all that we do. I know this feeling comes through when I talk to our patients. People who work at Mass General are used to the sounds and smells of the hospital, the enormity of it, and the masses of people moving through the halls. This can be very intimidating to someone coming here for the very first time, especially if they are in great distress with a new diagnosis … If I can ease someone's distress with a warm hello and 'welcome to MGH' or assist someone with a wheelchair or extend a simple kindness, then I know I have created a lasting impression of our great hospital. What could be better than that?"

All employees – no matter what their role is – can make a difference in helping patients and visitors feel truly cared for and welcomed at the hospital. Key items to remember are to always wear an identification badge; offer assistance if patients or visitors look lost; make eye contact and say hello to them; listen carefully to their questions or concerns and make every effort to address them; yield to patients, stretchers and wheelchairs in the hallway; offer to help, even if it's not your job; and always choose the attitude of "I'm here to help."

The Service Improvement Division thanks all who viewed the video and submitted their stories. To share a story of service excellence, email *mghmission@partners.org.* For more information about Service Improvement, contact Rick Evans at 617-724-2838 or *revans6@partners.org.* For more information about becoming a greeter, contact Michael Stone at *mwstone@partners.org.* ■

Parking availability for patients and visitors a top priority

PATIENTS AND VISITORS coming into the MGH have a lot on their minds. They may be preparing for surgery, nervous about their doctor's appointment or concerned about a family or friend's recovery. One thing that shouldn't be of concern is finding parking to get to their appointment in a timely, convenient way.

Although there are the three main campus MGH parking garages – Fruit Street, Parkman Street and Yawkey – on many days finding an open parking space is a challenge. "On evenings and weekends we have encountered a number of off-duty employees parking in the front garages," says Joe Crowley, senior manager of Police, Security and Outside Services. "We would like our off-duty employees to be aware that if they park in the garages, they are placing a greater burden on our patients and patient visitors."

On average, every space in the front garages turns over about three times per day, which means that for every space abused, three patients or visitors are unable to park. "If an employee or a member of the general public parks in our garages to go shopping, attend a show or go to dinner, he or she may think it's not a big deal because it's only one space," Crowley says. "But when the incoming patients or visitors can't find a parking space, that's a significant problem detracting from our mission."

Crowley stressed that during the day from Monday to Friday, front garages are reserved for patients and patient visitors only. Employee parking is provided only for on-duty overnight and weekend shift employees who sign up for parking privileges.

"We have experienced a high demand on parking resources since late fall, including weekends. To address this we have placed screeners on the garages to try and redirect public parkers and are conducting a more thorough patient validation process," says Teague Dyer, parking operations manager. "The parking garage cashier staff, who are MGH employees, ask each driver for his or her name or the name of the patient visited. The staff uses this information to verify parking eligibility. All staff abide by HIPAA privacy and confidentiality rules."

For more information, call the Employee Parking Office at 617-726-8886.

THE PARKMAN STREET GARAGE

WHAT'S HAPPENING

Smoking policy reminder

As the weather gets warmer, MGHers are reminded that the hospital's No Smoking Policy prohibits smoking on the main campus, except in two designated areas. These "smoking huts" are located on North Grove Street – between the Parkman and Fruit Street parking garages – and on Blossom Street, behind the Jackson Building.

'Cracking Your Genetic Code'

NOVA's "Cracking Your Genetic Code" will air March 28 at 9 pm on PBS. The program will explore the possibilities – and complexities – of a new era of personalized, gene-based medicine. Multiple MGH staff and affiliates were involved with this production, including Yusung Kim, Bingni Rong, Jinkyu Lee, Seamus Diggs, Felicia R. Boyce, Eric Perry, Lydia Cleveland, Keith Flaherty, Pamela Dicicco, Sandra Kane, Donald Lawrence, Joanne Forde, Donna Jordan, Ellen Hansbury, Darrell Borger, Rudolph Tanzi and Susanna Cortese.

MGH 1811 Submit news tips and story ideas to *MGH Hotline*

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Celebrate the annual PIE awards

The annual Partners in Excellence (PIE) award celebration at the MGH will take place April 16 at 2 pm in the Bulfinch Tents. This year, 1,775 MGHers will be recognized. The afternoon event will feature refreshments, a viewing of the PIE video and a photo opportunity with hospital leadership for award recipients. The PIE video is now available online at *http://pulse.partners.org/about/pie_videoreq.htm*.

Pamela J. Ellis Award nominations

Nominations for the Pamela J. Ellis Memorial Secretarial Award are due March 28 at noon. The annual award was established in honor of Pamela J. Ellis, who served as executive secretary at the MGH between 1992 and 1996. It will be presented at the Administrative Support Staff Day luncheon April 24. An online nomination form is available at *http://sharepoint.partners.org/mgh/hrevents/PamelaEllisAward*. Paper forms are available at the Employee Access Center, Bulfinch 107. Satellite locations may obtain a paper form by emailing *mghhrevents@partners.org* or calling 617-643-7666. Paper forms must be returned to MGH Human Resources, located at 165 Cambridge St. Suite 760, or faxed to 617-643-5358.

Holy Week and Passover services

The MGH Chaplaincy will offer the following services during Holy Week and Passover in the chapel located on Ellison 1: Shabbat HaGadol or Pre-Passover Preparation March 30 at 11 am; Roman Catholic Palm Sunday Mass March 31 and April 1 at 4 pm – palms will be distributed April 1 on the inpatient units in the morning and at both of the 4 pm Masses; interfaith prayer services April 2, 3 and 4 at 12:15 pm; an ecumenical prayer service for Holy (Maundy) Thursday April 5 at 12:15 pm; a Pre-Passover Shabbat Service at 11 am and a Good Friday service from noon to 3 pm April 6; an interfaith prayer service April 7 at 12:15 pm – there will not be a 4 pm Mass; and an ecumenical Easter service at 12:15 pm and an Easter Sunday Roman Catholic Mass at 4 pm April 8. For more information, call 617-726-2220.

– *New chiefs*

(Continued from page 1)

directing clinical services, education and research for the MGH Department of Urology," Blute says. "It will be an honor to continue the legacy of MGH Urology that has been so ably led by Dr. Scott McDougal. In his tenure, MGH Urology and its faculty have gained national and international recognition, and it will be a privilege for me to lead as chief."

In addition to his leadership of the UMass Cancer Center, Blute has served as interim chief of the UMass Division of Urology in the Department of Surgery and also held the Mary C. DeFeudis Chair in Cancer Care and Research at the University of Massachusetts Medical School. Prior to joining UMass, Blute spent more than two decades at the Mayo Clinic Cancer Center in Rochester, Minn., where he served as chair of the Department of Urology from 1999 to 2006 and from 2006 to 2009 served on the Board of Governors, a group responsible for meeting quality outcomes and the financial and educational goals of the Mayo Clinic Strategic Plan. He also was the Dr. Anson L. Clark Professor of Urology at the Mayo Clinic.

McDougal will remain clinically active at both the main MGH campus and at the Mass General/North Shore Center for Outpatient Care in Danvers. Under his leadership, the department has become nationally recognized as a top urology program and significantly increased patient volume – with outpatient visits increasing from 14,000 to more than 30,000 annually and office procedures increasing from 2,000 to more than 6,000.

"I am delighted that the department will be led by Dr. Blute, who I regard as one of the most accomplished individuals in the field," McDougal says. ■

Geriatric Inpatient Fracture Service launches

A reception in honor of the newly launched Geriatric Inpatient Fracture Service will be held March 27 from 5 to 6:30 pm in the East Garden Room. The service is an inpatient clinical collaboration between MGH Senior Health and MGH Orthopædic Trauma Services. Light refreshments will be served. To register, email *samira@partners.org*.

IN GENERAL

Three MGH nurses are among this year's New England finalists for the *Nursing Spectrum* Nursing Excellence Award. **Lisa Bouvier, RN,** a staff nurse in General Medicine on White 9, was recognized in the category of Clinical Nursing, Inpatient; **Susan Lee, RN, PhD,** a nurse scientist in the Yvonne L. Munn Center for Nursing Research, in the category Advancing and Leading the Profession; and **Janet Madden, RN, MS, CCNS,** clinical nurse specialist in the Neonatal Intensive Care Unit on Blake 10, in the category Education and Mentorship. The New England finalists will be honored at a gala on May 3 at the Boston Marriott Newton, when an overall winner in each of six categories will be announced.

Rakesh K. Jain, PhD, director of E.L. Steele Laboratory of Tumor Biology at the MGH Cancer Center, is the recipient of the 2012 Science of Oncology Award and Lecture, given by the American Society of Clinical Oncology (ASCO). The award is one of the highest honors given by ASCO in recognition of outstanding contributions to basic or translational research in cancer. Jain's discoveries in the field of tumor biology have provided unprecedented insights into treatment barriers and how to overcome them. He will receive the award during the ASCO annual meeting June 1 through 5 in Chicago.

03.30.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Innovation is the new standard

12 Innovation Units launched at the MGH

A PATIENT HAS BEEN RECOVERING on White 7 following surgery. His scheduled discharge date – marked on the whiteboard in his room and on an electronic whiteboard at the nurses' station – is approaching. The patient's nurse wants to make sure he and his family will be ready for discharge and answers questions while one family member jots down notes in their "Patient and Family Notebook." As they talk, the unit's attending nurse stops by and listens to the patient's concern about the side effects of a pain medication he'll be taking once at home. Using her specially programmed Voalté phone, the attending nurse sends a text message to the attending pharmacist and physician. The team plans to meet and discuss the issue with the patient and his loved ones.

This scenario offers only a glimpse into some of the cutting-edge practices and technologies being implemented on the 12 inpatient units selected as Innovation Units *(see below for a list of participating units)*. Led by Patient Affordability Direct Care team leaders – Jeanette Ives Erickson, RN, DNP, senior vice president for Patient Care Services and chief nurse, and W. Scott McDougal, MD, chief of Urology – the Innovation Units project officially launched March 19. The kickoff is the culmination of months of in-depth planning and preparation, during which top-priority interventions were identified by interdisciplinary teams with helpful input from patients and their families.

CARING PARTNERSHIP: Michelle Anderson, RN, an attending nurse on White 7, reviews the new "Patient and Family Notebook" with patient Gerald Marcoux.

The 12 Innovation Units

Lunder 9	*Oncology*
Bigelow 14	*Vascular*
White 6	*Orthopædics/Maxillofacial*
White 7	*Surgical*
Ellison 9	*Cardiac ICU*
Ellison 16	*Medical*
Ellison 17 and 18	*Pediatrics*
Blake 10	*Neonatal ICU*
Blake 11	*Psychiatry*
Blake 12	*ICU*
Blake 13	*Obstetrics*

As part of the Patient Affordability and Care Redesign initiative at the MGH and Partners HealthCare, the 12 units are now testing grounds for promising new strategies to improve clinical outcomes and enhance patient, family and staff satisfaction – while reducing costs and length of stay. The success of the interventions is being evaluated based on a series of set metrics. The interventions include:

Implement a new attending nurse role
The attending nurse is a staff nurse who collaborates with the attending physician to ensure each patient's consistent and timely progression on a unit from admission to discharge. Working eight hours a day, five days a week, the attending nurse is a constant presence and a resource for both patients and staff.

Improve handoff communication
Use of the SBAR (situation, background, assessment and recommendations) tool is now standard practice when a change in a patient's care team or care plan is necessary – whether internal, such as transitioning a patient to the night-shift nurse, or external, when a patient is transferring to another facility or returning home.

Collect additional preadmission data
A revised admitting face sheet offers more detailed information – including an anticipated discharge date and where a patient will go after discharge – to better inform the care team.

Encourage patient-provider dialogue
The newly developed "Patient and Family Notebook" educates patients and their

(Continued on page 2)

– Innovation

(Continued from page 1)

loved ones about the different members of their care team while encouraging them to take a more active role in their health by asking questions and taking notes.

Begin interdisciplinary team rounds
Implementing interdisciplinary rounds provides a formal opportunity for all members of the care team to meet daily in order to ensure seamless, integrated care delivery. To make these rounds as effective as possible, each discipline – including Nursing, Physical Therapy, Occupational Therapy, Social Work, Speech-Language Pathology and the Chaplaincy – is reviewing and updating its domain of practice.

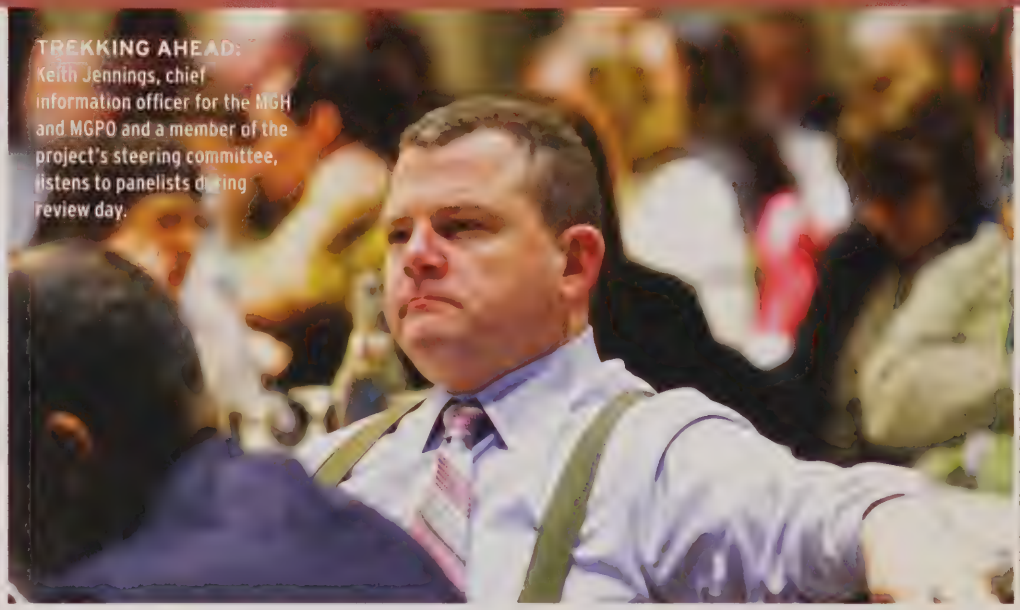
Enhance communication with cutting-edge technology
Staff are equipped with specially programmed iPhones (also known as Voalté phones) that allow instant and discrete communication with other team members. Staff also have access to portable, durable laptops that provide secure access to shared information. Computerized whiteboards at the nurses' station and whiteboards in patient rooms offer another clear and consistent method of communication.

Improve discharge readiness
A new discharge toolkit for patients and families, as well as a discharge follow-up phone call program, better prepares patients and families for discharge and help reduce hospital readmissions. Phone calls are made within 48 hours to all patients who agree to participate in the program.

Incorporate relationship-based care into hospital culture
The philosophy of relationship-based care emphasizes the importance of cultivating the relationship between the caregiver and the patient and family; the caregiver's relationship with colleagues; and the caregiver's relationship with him or herself. Many of the other interventions link back to this concept.

"In the coming weeks and months, we will learn a lot about health care innovation as we assess the impact of these interventions," says Ives Erickson. "During the process, our best teachers will be our patients and families as they share with us how we can best align our care practices to meet their needs and expectations."

For more information about the Innovation Units, visit *www.mghpcs.org/innovation_units.* ■



TREKKING AHEAD: Keith Jennings, chief information officer for the MGH and MGPO and a member of the project's steering committee, listens to panelists during review day.

PHOTO BY LIGHTCHASER PHOTOGRAPHY

Enterprise Clinical System progresses

THE WORK BEING DONE to implement e-chart at the MGH and BWH will serve as a bridge to a Partnerswide clinical information system, called the Enterprise Clinical System, which will unify disparate systems across all Partners HealthCare entities. Once completed, the Enterprise Clinical System will help clinicians better coordinate care, enhance their ability to measure and report on quality and efficiency, and help engage patients more closely in their own care.

The most recent milestone in the Enterprise Clinical System project was the review day held March 15, which offered an in-depth overview of the progress made since the project launched last May. The information reviewed during the event will guide the final decision between two potential system vendors, Epic and Siemens.

Through a series of panel discussions, approximately 250 individuals from across Partners – with an additional 200 watching via live streaming video – were brought up-to-date on demonstrations given by both vendors in January; clinical and technical site visits to other U.S. hospitals where these systems already are in use; and the results of reference calls about and external research into both vendors' products. The panels were followed by an open commentary session.

"Our goal from the start has been to approach this journey of discovery with openness, thoroughness, objectivity and a commitment to keeping our promises," says Partners Chief Health Information and Innovation Officer David Blumenthal, MD. "We are very grateful for the commitment shown by all those involved thus far, and we look forward to the next major milestone: making a decision on which vendor to choose."

To view a video of the event, visit *http://healthcare.partners.org/streaming/Live/PartnersIS/2012.03.15_IS_ReviewDay.html.* ■

Mass General website goes mobile

WHETHER AN iPHONE, BLACKBERRY OR ANDROID, it seems almost everyone owns a smartphone – a device that can be used to check email, browse the Web and download applications. A newly launched mobile version of the hospital's website, *www.massgeneral.org*, now allows smartphone users to access key information more easily than ever before.

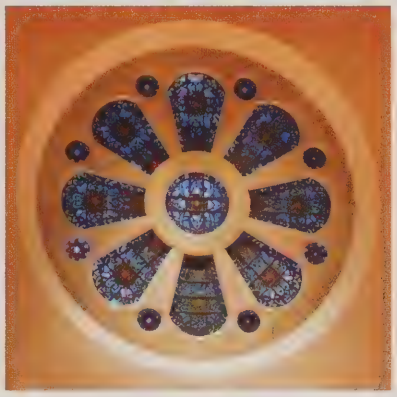
When users type the web address into their phone or visit the site via search engine, the site automatically detects that they are on a mobile device and redirects to the mobile version. Once on the mobile site, users may access reformatted versions of the most

Chaplaincy changes

IMPROVING THE QUALITY AND EFFICIENCY of spiritual care, enhancing patient satisfaction and strengthening relationships with patient care units are the core reasons behind the MGH Chaplaincy's upcoming redesign.

Two significant changes to the MGH Chapel's worship schedule will take effect April 1. Prayer services will now be offered every day at 12:15 pm, while Roman Catholic Mass will be celebrated on Sundays as well as Holy Days of Obligation at 4 pm. All services will continue to be broadcast on the in-house Channel 16. In addition, Catholic programming, including broadcasts of Mass three times daily, now will be offered on Channel 17.

Marianne Ditomassi, RN, DNP, executive director of Patient Care Services, and professional development managers Rosalie Tyrrell, RN, and Mary Ellin Smith, RN, both from the Institute for Patient Care, worked with members of the Chaplaincy for six months to identify opportunities for improvement.



"MGH chaplains are committed to providing spiritual care to our patients, their families and our staff," Ditomassi says. "We have professionally trained staff chaplains available 24 hours a day, seven days a week. They can help identify and respond to the spiritual needs and concerns of people of diverse cultures, traditions and beliefs – including coping with illness, counseling and providing prayer and ritual."

During the redesign process, the Chaplaincy redefined its vision and developed a new staff chaplain liaison model to ensure each clinical setting has a designated staff chaplain to work with. Lastly, the Chaplaincy team redesigned its website, which can be accessed starting April 1 at *www.mghchaplaincy.org*. For more information, contact the MGH Chaplaincy at 617-726-2220 or email *MGHChaplaincy@partners.org*.

commonly used features of the full website – including "Find-a-Doctor," "New Patient Appointments," "Maps and Directions," "Visitor Info," and "Contact Us."

Several features now have interactive options. For example, individuals may mark physicians in "Find-a-Doctor" as "favorites" for easy reference at a later time, and "Maps and Directions" provides a way to pinpoint a building on campus and identify helpful locations nearby, such as a parking garage or eatery.

Mass General Marketing, which led the development of the mobile site, plans to add more features and interactive options in the future. Smartphone users should note that the full site will still be available via a link at the bottom of the mobile site homepage.

MGH helps fight South Sudan medical education crisis

IMAGINE CARING FOR A NATION of more than 10 million people with fewer than 50 physicians. Imagine learning biochemistry by drawing images in the dirt with a stick. For South Sudanese medical students in 2011, that didn't require much imagination – it was reality.

After decades of civil war and political strife, South Sudan gained independence, making it the world's newest country. With that came a host of challenges, including a severe lack of medical infrastructure, resources, training and education for would-be physicians. This crisis, the students experiencing it and the work of the MGH Emergency Medicine's Division of Global Health and Human Rights to alleviate their struggle is the focus of a new documentary film "Between the Earth and Sky," which premiered March 15 at the Sun Valley Film Festival in Ketchum, Idaho.

"Between the Earth and Sky" follows Thomas Burke, MD, chief of the MGH division and leader of its Southern Sudan Medical Education Collaborative, as he and his team recruit instructors from Boston and beyond to work alongside Sudanese counterparts to teach 400 medical students who dream of becoming the first generation of South Sudanese doctors.

Shot on location at Juba University, the film transports viewers to the sub-Saharan nation and chronicles the humble beginnings in which these young medical students began their journey. It highlights individual stories of some students, including Chol Makur Aciek, who never saw a doctor during his early years growing up during the war, and Emmily Koiti, who recalls meeting a female Australian doctor and realizing that women could become physicians.

"The students that I met had been struggling for anywhere from one to three years here with essentially no instructors," Burke says in the film. "And they described the evening that I first met them that they had one cadaver … and one teacher who only taught a third of the time. They had six books, no microscopes, no laboratory and essentially no classrooms."

Despite the continued challenges in South Sudan, "Between the Earth and Sky" shares the students' triumphs and the steady progress at Juba University – offering hope for both this new nation and its first generation of doctors.

"Despite so very many challenges, through the efforts of many extraordinary MGH faculty, fellows and volunteers, we continue to do all that we are able to support the education of the students and junior doctors in South Sudan," says Burke.

GLOBAL GOOD: Burke, at right, listens to the heartbeat of a patient.

PHOTO COURTESY OF THOMAS BURKE, MD

WHAT'S HAPPENING

LGBT film screening

The MGH Lesbian, Gay, Bisexual and Transgender (LGBT) Employee Resource Group will host a screening of the movie "Beginners" starring Ewan McGregor, Christopher Plummer and Melanie Laurent on April 4 at 5:30 pm at 165 Cambridge Street, Suite 810.

Heart Center education class

The MGH Heart Center is hosting its monthly education class, "Food Choices, How to Choose and Shop Wisely When Living with Heart Failure," April 4 from 10:30 to 11:30 am in the Yawkey Center, Room 4-820. The speakers will be Sandra Klemmer, MS, RD, of Nutrition and Food Services, and Anne Borden, RN, nurse case manager in the Cardiology Division. For more information or to register, call 617-726-7693.

Submit news tips and story ideas to *MGH Hotline*

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MGH Senior HealthWISE

MGH Senior HealthWISE will host a lecture for seniors age 60 years or older, "Hope for One Person: An MGH Doctor's Experience in Haiti," April 5 from 11 am to noon in the Haber Conference Room with guest speaker Steven H. Gardner, MD, MPH, of MGH Primary Care. For more information, call 617-724-6756.

Sustainable Champion Awards

The nomination period for the 2012 Partners Sustainable Champion Awards ends April 16. All employees and physicians are eligible to receive the awards, which are based on improving the health of patients and employees, reducing Partners hospitals' impact on the earth and controlling health care costs by using resources more efficiently. For nomination forms or more information, contact Hubert Murray, manager of Sustainable Initiatives, at *sustainability@partners.org*.

Advance Care Planning booth

In honor of National Healthcare Decisions Day, the Patient Care Services Ethics in Clinical Practice group will sponsor an "Advance Care Planning" information table April 16 from 8 am to 3 pm in the White Corridor. The 12th annual initiative encourages patients to clarify their wishes regarding health care decisions, increases awareness among health care providers about respecting those wishes and emphasizes the importance of providing patients, families and staff with advance care planning information.

George B. Murray Limbic Grand Rounds

The George B. Murray Limbic Grand Rounds, "What Doesn't the Limbic System Do? Functional MRI and Intracranial Recordings of Cingulate Cortex," will be offered April 19 from noon to 1 pm in the Ether Dome. The speaker will be George Bush, MD, MMSc, director of Neuroimaging Research at the Benson-Henry Institute for Mind Body.

Run-Walk to Home Base

The 2012 Run-Walk to Home Base offers participants two ways to cross home plate at Fenway Park, the original 9K run and the new 3-mile walk option. Pre-registration and a minimum fundraising commitment are required to participate in the May 20 event, which raises funds for the Red Sox Foundation and MGH Home Base Program. For more information, visit *www.runtohomebase.org*.

'Understanding College Funding'

The Employee Assistance Program will host a seminar, "Understanding Financial Aid and College Funding," April 24 from 12:30 to 1:30 pm in the Schiff Conference Center in the Yawkey Center. The guest speaker will be Tom Murphy, director of Student Services at the Harvard University Employee Credit Union. For more information, visit *www.eap.partners.org*.

AWARD-WINNING ADVANCE: Yoshida, right, and Patrick Sam[illegible]a of Vectorform, left, accept the Innovation Award.

3D colon imaging technology wins Microsoft award

THE MGH IS AMONG the 2012 recipients of the Microsoft Health Users Group Innovation Award in the "Health Collaboration" category. The honor specifically recognizes the 3D Imaging Research Group of MGH Imaging for joining forces with Vectorform, Microsoft and Intel to help make colon cancer screening more accessible and cost-effective through a technology called the Virtual Colonoscopy (VC) Cloud Viewer. Hiro Yoshida, PhD, director of the 3D Imaging Research Group, led the project and accepted the award on behalf of the hospital Feb. 23 during the annual Healthcare Information and Management Systems Society Conference and Exhibition in Las Vegas.

The VC Cloud Viewer virtually "cleanses" a patient's colon and generates a three-dimensional model in real time, allowing physicians to navigate through the images with hand or finger motions on a screen or mobile device. Although it is not yet available to patients, when compared with traditional methods, the VC Cloud Viewer has shown the potential to streamline clinical workflow, improve diagnostic accuracy and reduce costs by as much as 80 percent.

IN GENERAL

Anne Klibanski, MD, chief of Neuroendocrinology at the MGH and the Laurie Carrol Guthart Professor of Medicine at Harvard Medical School (HMS), has been named chief academic officer of Partners HealthCare, effective April 1. In the reconstituted position, Klibanski will collaborate with leadership at all Partners institutions to guide scientific and educational missions, assume an academic dean role at HMS and strengthen innovative and productive relationships within the local and national scientific communities. She succeeds Dennis Ausiello, MD, chief of MGH Medicine, who has served as Partners' chief scientific officer since 2008.

04.06.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

ADVANCES

Study reveals grid-like structure within the brain

HOW DO YOU BUILD A BRAIN? In the March 30 issue of *Science* a team of investigators reports the discovery of a remarkably simple organizational structure in the brains of humans and other primates.

Using advanced imaging technology, the researchers found that pathways carrying neural signals through the brain are arranged not in a disorganized tangle but in a curved, three-dimensional grid. The diffusion spectrum magnetic resonance image below shows this fabric-like, three-dimensional structure in the brain of a rhesus monkey. The same grid-like pattern – in which neural fibers form sheet-like structures that always cross at right angles – also was seen throughout the white matter of the brains of owl monkeys, marmosets, galagos and in human volunteers.

"I don't think anyone suspected the brain would have this sort of pervasive geometric pattern," says Van Wedeen, MD, of the Martinos Center for Biomedical Imaging at the MGH, who led the study. "Although our findings could be described as a new longitude and latitude for the brain, they're also leading us to an entirely new understanding of how and why the brain is organized the way it is."

Additional co-authors of the *Science* article are Ruopeng Wang and Guangping Dai, PhD, of the Martinos Center, as well as researchers from Boston University Medical Center, the University of Lausanne in Switzerland, Vanderbilt University and the National Taiwan University College of Medicine.

COLORFUL CONNECTIONS: An image of a primate's brain shows the structure of neural pathways.

COURTESY OF VAN WEDEEN, MD

ROGER FARRINGTON PHOTOGRAPHY

HEALTH IS BEAUTY: From left, Kroes, Huffington, Herzog and Sozzani

Embracing ourselves

Harris Center hosts 15th annual forum on eating disorders

THE INFLUENCE the fashion industry and the media can have on body image was the focus of the 15th annual public forum hosted by the Harris Center for Education and Advocacy in Eating Disorders at the MGH. Approximately 700 guests attended the event, "Health is Beauty: Defining Ourselves," which was held April 2 at the Memorial Church at Harvard University and featured panelists David B. Herzog, MD, director of the Harris Center, Arianna Huffington, president and editor-in-chief of the Huffington Post Media Group, Doutzen Kroes, a Dutch model and actress, and Franca Sozzani, editor-in-chief of *Vogue Italia*.

The panelists discussed recent legislation in Israel to ban underweight models from runways. Herzog emphasized the importance of the health of young models, regardless of their body type. "I would encourage agencies to have individuals in good health when they start modeling, no matter if their BMI is 18.2 or 18.7," Herzog said.

But few are immune to the pressure to look perfect. Kroes, best known as a Victoria's Secret model, admitted that she experiences bouts of insecurity. She cautioned people not to compare themselves to models in magazines: "I get a picture taken, and I don't look the same in real life," Kroes said. "There is good lighting, there's a photographer and there's retouching after."

Huffington revealed that her two college-age daughters have both struggled with eating disorders. She repeated the mantra first stated by Sozzani: "We not only have to accept ourselves, we have to embrace ourselves."

The event helped raise more than $250,000 for the Harris Center, which is dedicated to research, education and advocacy for eating disorders and offers clinical assessment and treatment for children, adolescents, adults and families affected by these diseases. For more information, visit *www.harriscentermgh.org.* ■

RAISING AWARENESS: Members of the MGH LGBT Employee Resource Group

'Come Out for Health'

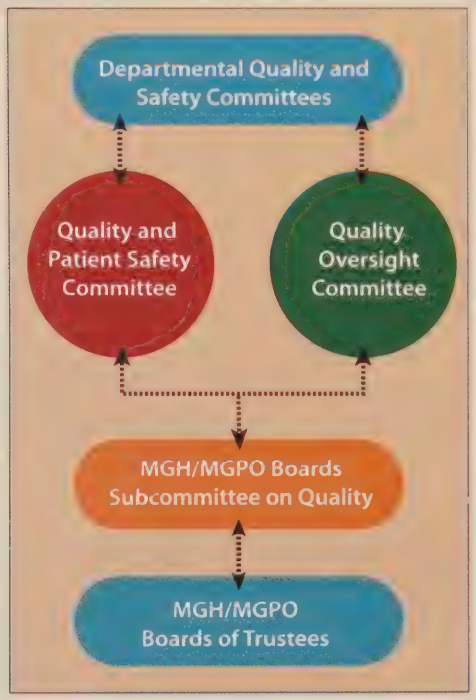
ACCORDING TO THE Centers for Disease Control and Prevention, members of the lesbian, gay, bisexual and transgender (LGBT) community are at increased risk for certain health issues compared with their heterosexual counterparts. These disparities are not necessarily linked to differences in sexual behavior and may be the result of factors such as the stigma LGBT individuals sometimes face. To increase awareness about the unique health concerns of LGBT patients, the MGH LGBT Employee Resource Group hosted a series of events in honor of National LGBT Health Awareness Week March 26 through 30. The theme for the week was "Come Out for Health."

Members of the resource group staffed a table March 27 in the White Corridor to provide a one-stop shop for LGBT patients and their loved ones. Resources also were available for caregivers, including reference cards with examples of disparities in LGBT health care; clear definitions related to gender and sexuality; tips to ensure LGBT patients feel safe, comfortable and respected, for example, by using gender-neutral language; and online resources for additional information.

Other awareness events included a screening of "Beginners," a film about a young man whose elderly father reveals he is gay, and a social outing to Club Café. Additional activities are planned for Boston Pride Week June 3 through 12. For more information about the LGBT Employee Resource Group or to obtain resources about caring for LGBT patients, email *lgbtmgh@partners.org.* ■

Understanding the performance improvement process

LAST MONTH, four areas – medication reconciliation, universal protocol, infection prevention and care redesign/the Innovation Units – were identified as top hospitalwide priorities for performance improvement. When Joint Commission representatives arrive for an unannounced five-day survey at any point between now and August, they will expect staff members to be aware of these four priorities and to understand their personal role in all performance improvement efforts at the hospital.


Departmental Quality and Safety Committees
Quality and Patient Safety Committee
Quality Oversight Committee
MGH/MGPO Boards Subcommittee on Quality
MGH/MGPO Boards of Trustees

"All MGH employees are involved in performance improvement – a term we use to describe the process of improving care by measuring performance and then using our findings to implement change," says John Belknap, director of Corporate Compliance.

Information about performance improvement efforts flows back and forth through quality and safety groups at every level of the hospital *(see chart at left).* Each clinical department has a quality assurance chairperson as well a quality and safety committee. These departmental resources share quality- and safety-related information with two interdisciplinary groups: the Quality and Patient Safety Committee, made up of all the quality assurance chairpersons, and the Quality Oversight Committee, which comprises leadership from various MGH departments, who review high-priority projects throughout the year. These committees report to the MGH/MGPO Boards Subcommittee on Quality, a group that includes trustees and quality and safety leadership. The subcommittee in turn shares key information with the MGH/MGPO Boards of Trustees.

"Regardless of the focus of a particular performance improvement project, each one is implemented in the same format: plan, do, check and act, or PDCA," says Belknap. "Everyone can probably think of an example of how they or their department have used this method – or perhaps a similar version – to successfully implement change."

Planning is the stage at which an opportunity for improvement is identified, current performance is measured and an improvement plan is developed; doing is when the plan is implemented; checking is the measurement of whether or not the plan worked; and acting means the plan is modified if need be, standardized and then monitored to sustain the improvement.

For more information about performance improvement and other important quality and safety topics, access *http://intranet.massgeneral.org/excellenceeveryday.*

Departments collaborate to transform care for senior patients

TWO MGH DEPARTMENTS have joined together to redesign the way care is offered to senior patients with bone fractures.

Members of the Departments of Medicine and Orthopædic Surgery have been working together since September through a new interdisciplinary service called Geriatric Inpatient Fracture Service (GIFTS), which helps care for patients 65 years and older who are hospitalized because of orthopædic injuries. As part of the new program, physicians from the Geriatric Medicine Unit work closely with physicians from the Orthopædic Trauma Service – along with staff from Nursing, Anesthesia, Physical Therapy, and Nutrition and Food Services – to help patients avoid complications following surgery, address underlying medical needs, strengthen overall health and provide patient- and family-centered education.

GIFTS GROUP: From left, Reyes; Dennis Ausiello, MD, chief of the Department of Medicine; Harry Rubash, MD, chief of the Department of Orthopædic Surgery; Vrahas; Kathleen Burns, ACNP, Orthopædic Trauma Service; Kathleen Myers, MSN, RN, nursing director, White 6 and Ellison 6, Orthopædics; and Bauman

"This program aims to better manage patients who are admitted to the hospital with orthopædic injuries, such as hip fractures, but who often have additional medical issues as well," says Suzanne Morrison, program director for the Partners Orthopædic Trauma Service, which works with the MGH Orthopædic Trauma Service.

"GIFTS allows us to provide the best possible care throughout hospitalization and during the rehabilitation process," adds Shelley Amira, administrative director of the Geriatric Medicine Unit.

Upon a patient's arrival in the Emergency Department, one of two GIFTS physicians – Joel Bauman, MD, or Bernardo Reyes, MD – work with the Orthopædic Trauma Service to evaluate and determine the best course of treatment. Patients whose coexisting medical issues are determined to be secondary to their orthopædic injury are admitted to the Department of Orthopædics to be managed by the GIFTS team. Patients whose other medical conditions are more pressing or severe than their orthopædic injuries are admitted to the Department of Medicine with an orthopædic consult. They can then be transferred to the GIFTS team once their medical issues become less acute.

"Along with more specialized care, the program also decreases wait time for surgery, reduces length of stay in the hospital for fracture care and improves geriatric-specific communication with families and receiving rehabilitation facilities," says Ken Minaker, MD, chief of the Geriatric Medicine Unit.

Adds Mark Vrahas, MD, chief of the Partners Orthopædic Trauma Service, "Our goal is to restore the quality of life of our patients. This model allows patients to receive the right care at the right time from the right providers."

For more information about GIFTS, contact Morrison at 617-643-3652 or *smmorrison@partners.org*.

Knight Simulation Program offers real-life education

EVERY DAY, the Knight Simulation Program in The Institute for Patient Care provides experiential learning opportunities for MGH clinicians. For the past four weeks, however, Wednesday afternoons also were dedicated to teaching 11th grade students from the MGH Youth Scholars program how the respiratory system functions under different scenarios. The program is designed to allow students to apply their science curriculum to real-life clinical situations caused by asthma, alcohol intoxication or the use of inhalants. The 16 participants observed clinicians and learned how to safely care for a simulated patient with respiratory issues.

"The Knight Simulation Program developed a classroom model for this pilot program for high school students," says Brian French, RN, director of the Knight Simulation Program and the Maxwell and Eleanor Blum Patient and Family Learning Center. "We met with biology, chemistry and anatomy teachers and others from Boston schools to make sure the knowledge from the students' courses could be applied in the health care setting. We chose to develop scenarios that focused on social problems in the community, such as substance abuse."

Christy Egun, director of Boston Partnerships in the MGH Center for Community Health Improvement, says the program demonstrates how MGH departments can expand the work they do to support the community. "We are thrilled to have a partner as dedicated to our work as the Knight Simulation Program is in taking its involvement with our students to the next level." ■

HANDS-ON LEARNING: Youth Scholars Jocelyn Santos, of East Boston High School, and Alex Ortiz, of the Edward M. Kennedy Academy for Health Careers, work with Mary O'Brien, RN, MSN, professional development specialist in the Knight Nursing Center.

WHAT'S HAPPENING

Ethics Forum

An Ethics Forum discussion, "Difficult Interactions at the End of Life: Caring for Patients and Families that Challenge Us," with speaker Guy Maytal, MD, of MGH Psychiatry, will be held April 13 from noon to 1 pm in the Sweet Conference Room, Gray-Bigelow 4. For more information, email *lmlebrun@partners.org*.

Boston Marathon CPR sessions

In preparation for the April 16 marathon volunteers are sought to help teach "hands-only" CPR sessions on April 14 and 15 from 9 am to 3 pm at the Boston Marathon Health and Fitness Expo at the World Trade Center. Clinical nursing or prior CPR instructor/certified teaching experience preferred. For more information, contact *abaggish@partners.org*.

Submit news tips and story ideas to *MGH Hotline*

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MGH Senior HealthWISE

MGH Senior HealthWISE will host a lecture for seniors age 60 years or older, "My Feet Hurt! Do I Need Orthotics?" April 19 from 11 am to noon in the Haber Conference Room with guest speaker Vikram V. Thakar, DPM, MGH Podiatry resident. For more information, call 617-724-6756.

Nurses night at Bloomingdale's

Bloomingdale's will host a night of pampering for MGH nurses April 26 from 6 to 8:30 pm in the cosmetics department of its Chestnut Hill location. Nurses will be treated to the latest beauty tips from experts, samples and one-on-one consultations. Mini-massages, manicures and light snacks will be available. For more information, call 617-630-6740.

Patient Care Services Awards

Nominations will be accepted through April 27 at 5 pm for the annual Institute of Patient Care Awards: Anthony Kirvilaitis Jr., Partnership in Caring Award; Brian M. McEachern Extraordinary Care Award; Jean M. Nardini, RN, Nurse Leader of Distinction Award; Marie C. Petrilli Oncology Nursing Award; Norman Knight Clinical Support Excellence Award; Norman Knight Preceptor of Distinction Award; and Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award. For more information, email *jgoldman2@partners.org* or fax nominations to 617-724-3754.

Cancer Center conference

The MGH Cancer Center will host a free conference, "Cancer in the Family: Living with Uncertainty," April 28 from 9 am to 3 pm. The event includes sessions featuring clinicians, patients and family members discussing their experiences, genetic markers and targeted therapy, and insights and tools for coping with cancer. To register or for more information, call 617-724-1822 or email *mghcancerconf@partners.org*.

'A Cappella Palooza'

The MGH Cancer Center will host a fundraiser, "A Cappella Palooza," April 29 at 6 pm at the Agganis Arena at Boston University. The event features contestants from NBC's "The Sing Off," including 2011 season winner Pentatonix, who will perform with musician and judge Ben Folds. For more information, visit *www.acappellapalooza.org* or contact Jenn Ryan at 617-643-6785.

GOAL GETTERS: Members of the Imaging Department, from left, Katrina Ulcickas, William Donovan, Doreen Scola and Rosa O'Brien, with phlebotomist Josue Castillo

Drive draws new record

MGH IMAGING donated more than 100 units of blood to the MGH Blood Donor Center during March, surpassing its goal and making it the most successful first-time department drive in the center's history. The Imaging Blood Drive Challenge included 105 donors, which represents 32 percent of its staff. "Each donation can potentially save up to three lives, which means the Imaging Blood Drive Challenge helped about 300 patients," says Meredith Wentworth of the Blood Donor Center.

The center also is offering several promotions during April. On April 13, one blood donor will win a pair of tickets to a June Red Sox game. Throughout the month, blood donors will be entered to win a party for 25 people at Lansdowne Pub near Fenway Park, and blood donors who "like" the MGH Blood Donor Center on Facebook will be entered to win a pair of tickets to the Blue Man Group at the Charles Playhouse. For more information, visit the center's Facebook page at *www.facebook.com/MGHBloodDonor* or call 617-726-8177.

IN GENERAL

Sagar Nigwekar, MD, a clinical and research fellow in the MGH Renal Division, was awarded the American Kidney Fund Sanofi Clinical Scientist in Nephrology Fellowship. Nigwekar's research will examine "Calciphylaxis: Role of Vitamin D Analogues and Evaluation of Serum Biomarker."

Michael R. Hamblin, PhD, principal investigator at the Wellman Center for Photomedicine, has been named as a fellow of the International Society for Optics and Photonics. Hamblin was recognized for making significant scientific and technical contributions in the area of photodynamic therapy for the treatment of cancer and infections, fluorescence diagnosis of diseases and low-level light therapy.

Suzanne Koven, MD, a primary care physician at the MGH, was honored with the 2012 Will Solimene Award for Excellence in Medical Writing from the American Medical Writers Association for her column "In Practice" in *The Boston Globe*. The award recognizes outstanding work in medical, biomedical and health communication by New England residents.

04.13.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Museum ready to open

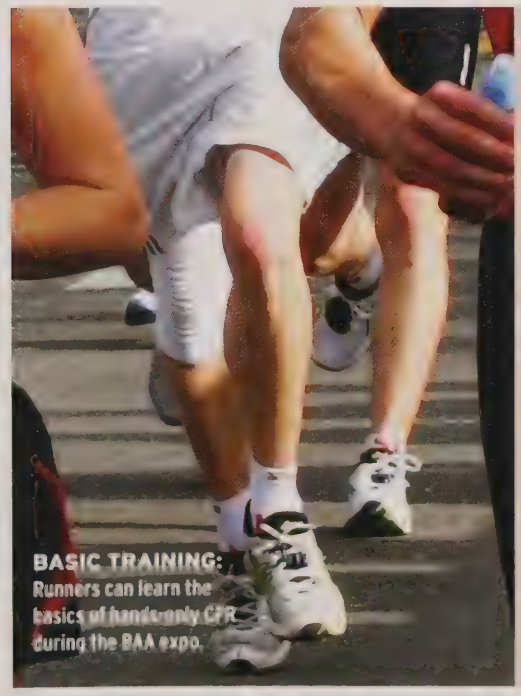
Mayor Menino says new facility is 'perfect'

BOSTON MAYOR THOMAS M. MENINO joined MGH President Peter L. Slavin, MD, MGPO Chairman and CEO David F. Torchiana, MD, and MGH surgeon and transplant pioneer Paul S. Russell, MD, on April 10 for a ribbon-cutting ceremony at the Paul S. Russell, MD Museum of Medical History and Innovation. The museum, which features exhibits highlighting the evolution of medicine and clinical practice throughout the MGH's 200-year history, will open its doors to the public April 17.

"This facility is dedicated to being a cultural and educational forum for patients and families, our staff and for the public," Slavin said. "Through the lens of the MGH, the museum tells the story of the evolution of medicine and the innovation underway today that will shape the fabric of medicine long into the future."

(Continued on page 2)

HISTORY AND INNOVATION: From left, Slavin, Torchiana, Russell and Menino



BASIC TRAINING: Runners can learn the basics of hands-only CPR during the BAA expo.

CPR training empowers marathoners

26.2 MILES. Nearly 500,000 spectators. Heartbreak Hill. It's the time of the year when runners and spectators from across the globe will pack the streets of Boston for the world's oldest annual marathon.

More than 27,000 runners will hit the pavement on Marathon Monday, including 140 individuals running to raise funds for the MGH. Before the big day, runners, family members and spectators will have the opportunity to attend the first-ever CPR educational sessions on April 14 and 15 as part of the Boston Athletic Association's (BAA) Health and Fitness Expo. Led by Aaron Baggish, MD, associate director of the Cardiovascular Performance Program in the MGH Heart Center and an on-site cardiologist for the marathon, the hands-only CPR sessions will take place on both days at 9:30 am, 11 am and 2:30 pm at the World Trade Center in South Boston.

Baggish will hold the sessions with the help of volunteers – many from the MGH Heart Center – in the hope of reaching more than 1,000 runners. The program is part of a partnership with the BAA, the American Red Cross and the American Heart Association.

"Our goal is to teach as many runners as possible the basics of hands-only CPR, and our vision is to have enough CPR-trained runners on the course that every runner is close to

(Continued on page 4)

EGGCITEMENT: Henry shares a laugh with the Spring Bunny.

MGHfC hosts annual egg hunt

WEARING BUNNY EARS and sporting a fluffy white tail, Henry Geis, 3, was eager to get a closer look at the brightly colored plastic eggs that filled the bottom of his pillowcase during the MassGeneral Hospital *for* Children's (MGH*f*C) annual Spring Egg Hunt. Once satisfied that he'd found his allotment of 20 goodie-filled eggs from the grounds of the Howard Ulfelder, MD, Healing Garden in the Yawkey Center, Henry lifted his head out of his bag and came face-to-face with the Spring Bunny. "Well, hi!" he yelled, laughing as the bunny quizzically pointed to his ears.

Henry was one of 30 children who participated in the April 5 event for pediatric patients and their siblings. After collecting their eggs – filled with mini-erasers, candy, Silly Bands and other goodies – the children headed to the Pediatric Hematology-Oncology Outpatient Clinic to decorate cupcakes. The Spring Bunny also visited patients on Ellison 17 and 18, as well as the Pediatric Intensive Care Unit.

Fair prepares staff for Joint Commission

HUNDREDS OF MGH STAFF MEMBERS attended the Ambulatory Joint Commission Educational Fair April 6 in preparation for the unannounced five-day survey visit expected any time between now and August.

Hosted by the Practice Support Department, the event in the Thier Conference Room included representatives from 14 MGH departments – including Pharmacy, Materials Management, Infection Control, Pathology, Human Resources and Interpreter Services – who shared information about ways to ensure compliance.

"The first time we hosted this fair was in 2009 prior to that year's Joint Commission visit, and it was very successful," says Stacey Houghton, director of the MGH/MGPO Practice Support Department. "This year each of the departments sent subject matter experts who fielded questions from staff and provided an overview of Joint Commission standards."

Staff picked up teaching materials and training packets from each of the tables to educate themselves and their colleagues in a fun, festive environment, which included raffles, freebies and food.

For more information, call the Practice Support Department at 617-726-2681 or access *http://intranet.massgeneral.org/excellenceeveryday.* ■

HANDS-ON SAFETY: Jessica Cotter, a clinical research coordinator, demonstrates pulling a glove securely over the cuff of a gown.

STAFF, PATIENTS AND VISITORS ALIKE may be familiar with the yellow signs posted on the doors of patient rooms that indicate special precautions are needed to prevent the spread of infection. The need for special precautions is based on how a specific germ may spread, and the sign posted at the entrance to the patient's room describes the additional steps required for staff members working with the patient.

The two most common types of precautions, Contact Precautions and Contact Precautions *Plus*, are used when there is a risk of spreading certain germs by touching or physically coming in contact with the patient or with items and surfaces in the patient's room. This contact can result in germs being picked up on hands and clothing; germs can then be carried to the next patient or to a surface in another patient's room. Contact Precautions *Plus* is used for germs capable of producing spores, which can survive on surfaces for long periods of time.

"Because germs can be spread by contaminated hands or clothing, staff members are always required to wear gloves when entering a Contact Precautions or Contact Precautions *Plus* room," says Paula Wright, RN, director of the Infection Control Unit. "A gown must also be worn if the employee's body or clothes may come into contact with the patient, items or surfaces in the patient's room."

Wright adds that gloves are required to enter a Contact Precautions or Contact Precautions *Plus*

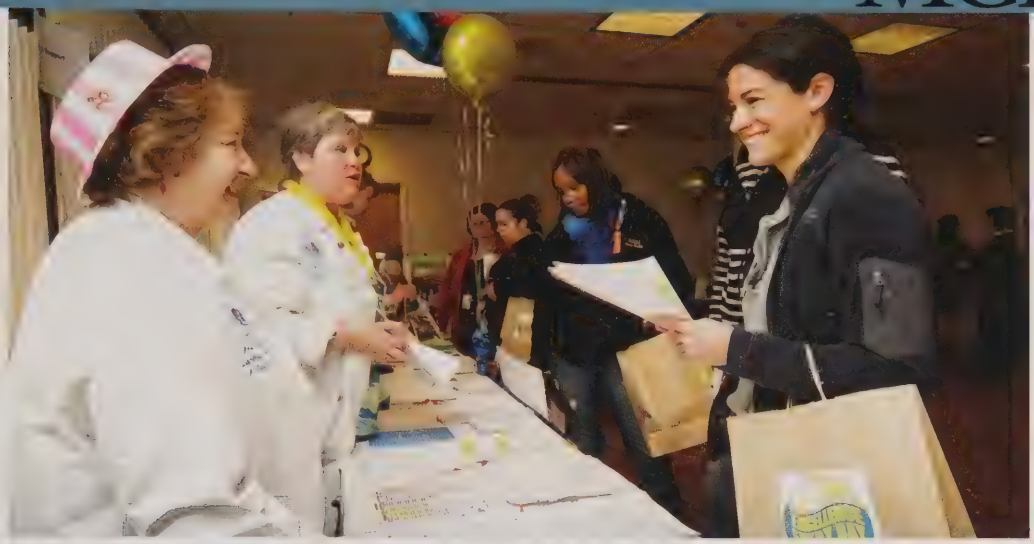
— *Museum*

(Continued from page 1)

The museum is named in honor of Russell, whose MGH tenure has spanned more than 60 years. His vision and generosity helped ensure that the dream of a medical museum became a reality. Funding for the museum has come entirely through philanthropy, including gifts from the Russell family, from the MGPO – which provided one of the first major gifts to the museum – as well as gifts from many MGH clinical departments, physicians and trustees.

In tribute to the museum's celebration of the past and present, Russell and Menino used surgical tools from the 1800s – including enterotomy scissors, an amputation saw and an ivory-handled cartilage knife – to cut the "ribbon," a special gauze made with clotting powder developed by MGH trauma surgeon Hasan Alam, MD. The gauze is featured in one of the museum exhibits.

Menino praised everyone involved in the museum's creation, calling the end result "perfect." He noted that the museum not only documents the rich legacy of the MGH but the remarkable progress of medicine throughout the years, both of which can serve as inspiration to future generations. "We are so fortunate to have the best health care in the world right



AMBULATORY ASSISTANCE: From left, Luann Sweeney, RN, and Alice Peck, RN, of the Practice Support Department, speak with staff during the fair.

room – even if only for a moment – because inadvertent contact may occur. Although using gloves and gowns at appropriate times may seem simple enough, there is a right and wrong way to wear protective equipment. The following is a reminder about proper usage:

1. Before putting on gloves or gowns, always use hand hygiene.
2. Put on the gown with the opening at the back. Tie it at the neck to ensure it covers clothing completely and stays securely in place.
3. Put on the gloves, and pull them over the cuffs of the gown to prevent wrist exposure. It is now OK to enter the room.
4. When leaving the room, gloves are removed first. Pull one glove off, avoiding contact between the glove and skin and gathering it into the hand that is still gloved. Slip a bare finger inside the wrist of the remaining glove and slide it off so that it is inside-out over the first glove. Discard the gloves immediately.
5. To remove the gown, untie it and pull it forward, away from the body and clothing. Holding the gown away from the body, fold or roll it into a bundle so that the contaminated side faces inward, and place it in a linen hamper. Do not save gowns for reuse.
6. Use hand hygiene immediately after removing gloves and gown. When leaving a Contact Precautions room, disinfect hands with Cal Stat. When leaving a Contact Precautions *Plus* room, wash and dry hands first to remove spores and then disinfect with Cal Stat.

Wright notes that visitors should use hand hygiene before and after visiting a patient's room and although visitors are not required to wear gloves or gowns when visiting a patient on precautions, they are encouraged to do so, especially if assisting with the patient's care or visiting more than one patient.

For more information about personal protective equipment, call 617-726-2036. For more information about other Excellence Every Day topics, access *http://intranet.massgeneral.org/excellenceeveryday.* ■

here on Cambridge Street," Menino added.

Following the ceremony, attendees toured the museum's permanent exhibits – which include interactive, engaging displays – as well as the second-floor gallery and the rooftop garden.

"We've been around for 200 years, and we hope that the MGH may be able to offer some perspective on how medicine got to where it is today and where it might be going in the future," said Torchiana. "We want to make that perspective accessible and available, and that's what this museum is all about – learning about medicine, past, present and future."

The Paul S. Russell, MD Museum of Medical History and Innovation will be open weekdays from 9 am to 5 pm starting April 17. For more information, visit *www.massgeneral.org/museum.* ■

NIH director to speak at annual Celebration of Science

THE KEYNOTE SPEAKER at the 2012 Celebration of Science, held in conjunction with the annual meeting of the MGH Scientific Advisory Committee (SAC), will be Francis S. Collins, MD, PhD, director of the National Institutes of Health (NIH). Collins will discuss "Research: Essential for Medicine, Good for the Economy" April 18 at 4 pm in the Simches Center, Room 3.110. The annual celebration will get underway with the SAC poster session from 11 am to 1:45 pm on the 15th floor of the Holiday Inn Beacon Hill at 5 Blossom Street.

Starting at 2 pm in Simches 3.110, recipients of the hospital's major research awards – Jodie Babitt, MD, MGH Renal Unit, recipient of the Goodman Award; José Baselga, MD, PhD, chief of Hematology/Oncology, associate director of the MGH Cancer Center and recipient of the Martin Prize for Clinical Research; and Bradley Bernstein, MD, PhD, MGH Pathology, recipient of the Martin Prize for Basic Research – will present their award-winning work. More information on their presentations will appear in an upcoming issue of *Hotline*.

The April 19 SAC meeting will begin at 8 am in Simches 3.110 with departmental research reports from Robert Martuza, MD, chief of the Department of Neurosurgery; Harry Rubash, MD, chief of the Department of Orthopædics; Ramnik Xavier, MD, PhD, chief of the Gastroenterology Unit; and Dennis Ausiello, MD, chief of the Department of Medicine. The afternoon session will address strategies for applying computational biology to biomedical research, with presentations by Mark Daly, PhD, chief of the MGH Analytic and Translational Genetics Unit; Aviv Regev, PhD, of the Broad Institute; and Zak Kohane, MD, PhD, of Children's Hospital Boston; followed by a panel discussion.

The full schedule of both day's events – open to all MGHers – is available at *http://mghresearch.partners.org/ECOR/SACAgenda2012.pdf.*

WHAT'S HAPPENING

Updated Excellence Every Day intranet site

To help MGHers prepare for the upcoming Joint Commission survey, the Excellence Every Day intranet site is being updated on a regular basis with helpful links, resources and more. A new page, "Hot Topics," was recently added to offer a one-stop source of information about the eight topics that are key to hospitalwide success during the survey. To access the page, visit *http://intranet.massgeneral.org/excellenceeveryday* and select "Hot Topics" at the top right.

Stress Awareness Month

In recognition of April as Stress Awareness Month, the Benson-Henry Institute for Mind Body Medicine at the MGH will host free sessions for MGH staff on the elicitation of the relaxation response, a physiological state that directly counters stress. Stress reduction sessions will be held April 12, 18 and 24 at noon and 12:35 pm in Haber Auditorium, and Laughter Yoga will be held April 20 from noon to 1 pm in the Blum Center. For more information, contact Sue Clough at 617-643-6054 or *sclough@partners.org*.

MGH 1811 Submit news tips and story ideas to *MGH Hotline*

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CONGRATULATIONS TO THIS YEAR'S PARTNERS IN EXCELLENCE AWARD RECIPIENTS

To view a list of awardees, visit *http://intranet.massgeneral.org/PIE*

MGH Senior HealthWISE

MGH Senior HealthWISE will host the following free events: a book club discussion of *Paul Revere's Ride* by David Hackett Fischer April 19 from 3 to 4 pm at the West End Library; a Boston Conservatory cabaret performance of Broadway show tunes and classic songs April 20 from 3 to 4 pm in the Thier Conference Room; and hypertension screenings April 23 from 1:30 to 2:30 pm at the West End Library. For more information or to register for the Boston Conservatory performance, call 617-724-6756.

Mind Body Program for Health and Fertility

The Benson-Henry Institute for Mind Body Medicine will host an eight-week program starting April 30 from 5 to 7 pm to help women struggling with infertility. The program will teach meditation, yoga, deep breathing and imagery techniques and will help participants learn the latest information on how lifestyle behaviors can affect fertility. For more information or to register, contact Sue Clough at 617-643-6054 or email *sclough@partners.org*.

'Celebrating Women'

The MGH Community Health Centers in Chelsea, Charlestown, Revere and Everett; the North End Waterfront Health Center; and the MGH Center for Community Health Improvement will host "Celebrating Women: Living a Vibrant Healthy Life" May 2 from 5 to 9 pm at Everett High School, 100 Elm Street in Everett. The free event will offer health education, prevention and screening services, ballroom dancing demonstrations, and raffles. For more information, call 781-485-6400.

Research subject privacy

The MGH Clinical Research Program, Health Information Services and the Partners IRBs will host "Maintaining Research Subject Privacy and Information Security: What Clinical Researchers Must Know," May 8 from 3:30 to 5 pm in the Simches Center, Room 3.110. Register at *http://hub.partners.org*. For more information, email *smpowell@partners.org*.

Choosing child care

Partners Employee Assistance Program (EAP) and Partners Child Care Services will offer an educational roundtable discussion for those new to parenting and child care May 15 from noon to 1 pm in Bulfinch 222. Allison Lilly, LICSW, CEAP, Partners EAP operations manager, will review child care options, costs and how to find and evaluate care. Sheryl Lauber Weden, director of Business Development at Partners Child Care Services, will discuss internal resources for back-up child care. For more information, contact Maureen Gauvin at 617-732-6017 or *mjgauvin@partners.org*.

– *Marathon*

(Continued from page 1)

someone who can help in the event of an emergency," says Baggish.

Hands-only CPR is the current standard of care for nonmedical professionals when an adult goes into sudden cardiac arrest outside of a hospital. It involves starting chest compression immediately and continuing until trained medical personnel arrive. In most scenarios it has been shown to be as effective as conventional CPR, which includes breaths along with compressions.

Baggish says that, although cardiac arrest is rare at marathons and half-marathons, the quick response of event organizers, fellow runners and spectators can make the difference whether a runner survives cardiac arrest. In the Jan. 12 *New England Journal of Medicine*, Baggish and his colleagues published findings that – while participation in marathons and half-marathons is at an all-time high – most runners who experience cardiac arrest during these races have undiagnosed, pre-existing cardiac abnormalities. The study identified bystander-initiated CPR as a key factor in patient survival.

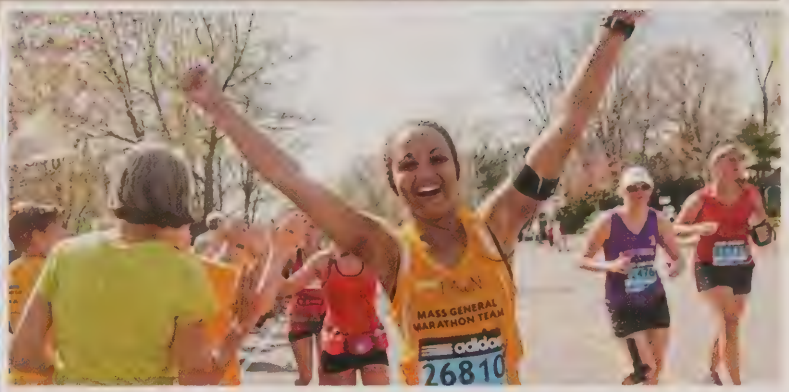
"It's important people know the basics of CPR, and the single best way to do that is to teach hands-only CPR," says Baggish. "Hands-only CPR is safe, easy to learn and very effective; and it allows bystanders to bridge the gap from the time of cardiac arrest to the time of arrival of definitive medical care."

For more information about the hands-only CPR sessions, email *abaggish@partners.org*. To watch a BAA hands-only CPR video featuring Baggish, visit *http://bit.ly/HBEKXJ*.

04.20.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL



GOING THE DISTANCE

MGHfC marathoners beat the heat

CROSSING THE FINISH LINE of a marathon is a feat in itself, but completing the race and supporting a good cause is a triumph times two. Despite one of the hottest Boston Marathons on record, 121 of the 130 athletes registered to run in support of MassGeneral Hospital *for* Children (MGH*f*C) were at the starting line April 16 and more than 90 percent finished the grueling 26.2-mile course.

The total runners included 122 raising funds for pediatric oncology, four participating on behalf of cystic fibrosis care and research, and for the first time, four marathoners who ran in support of pediatric palliative care. Donations are still pouring in for the entire group, which already has raised more than $500,000.

Many of the runners raising funds for pediatric oncology on the Mass General Marathon Team, "Fighting Kids' Cancer... One Step at a Time," were paired with oncology patients to inspire them along their journey from Hopkinton to Copley Square. In partnership with John Hancock Financial Services, the pediatric oncology team has raised more than $7.5 million since it was formed in 1998 by Howard Weinstein, MD, chief of the MGH*f*C Hematology-Oncology Unit.

"I can't think of a more meaningful experience than running the marathon to honor one of my patients and to raise money to support our childhood cancer program at MGH*f*C," says Weinstein, who ran his 22nd marathon this year.

It was the first Boston Marathon for Jenna Norton, a staff assistant for the MGH Center for Regenerative Medicine. "The heat was not as hard on me as I'm originally from Texas, but I was surprised by the support from spectators. At every half mile we found neighbors with ice, water hoses and water cups taking their holiday time to support the runners. It was very heartwarming and gave me the motivation to finish." Norton ran in memory of her father, who died of cancer four years ago.

For more information or to apply for the 2013 team, visit *http://give.massgeneral.org/marathon.* ■

TOP LEFT PHOTO BY OLIVIA KENNIS ; BOTTOM LEFT BY MGH PHOTO; ALL OTHERS BY JOSHUA TOUSTER

EVERYDAY EXCELLENCE: PIE recipients and their colleagues and loved ones celebrate during the ceremony.

Record year for PIE awards

A TOTAL 1,775 MGHERS were selected as recipients from among the record number of nominations submitted for the 2011 Partners in Excellence (PIE) awards. With their colleagues, family members and friends looking on, the MGH awardees gathered together April 16 for the annual PIE ceremony in the Bulfinch Tents. The ceremony featured remarks by Jeff Davis, senior vice president of Human Resources, Peter L. Slavin, MD, president of the MGH, and Gary L. Gottlieb, MD, MBA, president and CEO of Partners HealthCare.

"Just like the Boston Marathon draws some of the world's top athletes, it seems the MGH and Partners attract the best and brightest individuals in the field of health care," said Slavin. He gave an overview of milestones the hospital marked during 2011, noting that none of them would have been possible without MGH employees, including those present in the tent.

Waiting in line for a photo opportunity with Slavin and Gottlieb, Anthony Clachar, a supervisor for Materials Management, said this is the second time he has received the award. "I always look forward to the event. It is really nice to be recognized."

The PIE award program recognizes employees and teams nominated by their colleagues for outstanding contributions in the categories of quality treatment and service; leadership and innovation; teamwork; operational efficiency; and outstanding community contributions.

To see a list of the 2011 winners, access *http://intranet.massgeneral.org/PIE*. To view the PIE video, visit *http://pulse.partners.org/about/pie_videoreq.htm*.

Advocate for military families visits Home Base Program

TOUCHING BASE: From left, Michael Allard; Kathy Clair-Hayes, LICSW; Ross Zafonte, DO; Paula Rauch, MD; Slavin; Dempsey; John Parrish, MD; and Rebecca Weintraub-Brendel, MD

DIANE DEMPSEY, wife of the nation's highest-ranking military officer, visited the Red Sox Foundation and MGH Home Base Program April 13 to learn more about its work to help Iraq and Afghanistan veterans and families affected by combat stress and traumatic brain injury. Her husband, Gen. Martin E. Dempsey, is chairman of the Joint Chiefs of Staff and the principal military adviser to the Obama Administration.

As both a military spouse and mother – all three of the couple's children served in the U.S. Army, and one son is currently on active duty – Dempsey is an advocate for military families throughout the United States and all over the world. Following a morning at the Home Base clinic, she joined the Home Base clinical team and Peter L. Slavin, MD, MGH president, for lunch.

The entire MGH community will have an opportunity to support returning veterans and their families May 20 by participating in the Run-Walk to Home Base at historic Fenway Park. To register, visit *www.runtohomebase.org.* ■

Consortium aims to accelerate vaccine creation

MARK POZNANSKY, MD, PHD, turns on the computer in his office within the MGH Vaccine Immunotherapy Center (VIC) at the Charlestown Navy Yard. Within moments, his team is connected via international teleconferencing to four other academic and biotech company laboratories across the globe, including scientists in Germany and Denmark, a biochemist in Seattle and an immunologist in Rhode Island. Together, they plan to change the future of vaccine research.

Poznansky, VIC's founder and director, says the newly formed consortium, called VaxCelerate, is one of a few recently approved Defense Advanced Research Projects Agency projects in the United States. The group's goal is to bring industry and academic leaders together to accelerate vaccine and immunotherapy development. While initial work will focus on HIV-1, the consortium could apply its intellectual and technical advantage to address many other pathogens.

"It's the way of the future," Poznansky says. "This is a fascinating opportunity to bring talented scientists and product developers together as part of the new wave of research where work that ranges from the genome of the pathogen to definitive preclinical testing is being done by combining the expertise of all involved. We each bring our own specialty to the group, but we are integrated right from the beginning. This differs from traditional research where groups worked independently and then, if they did share information, there could be time-consuming disconnects, and it could become complicated and costly for them to move forward together."

A NEW WAY FORWARD: From left, VIC staff members Idaresit Udo, MD, outreach committee leader; Pierre LeBlanc, PhD, project manager; Christopher Hope, director of Public Relations; Jean Nézivar, research technician; Dan Richer, research student; Shaw Warren, MD, VaxCelerate and VIC advisor; Jianping Yuan, PhD, research fellow; Poznansky; and Amy Yang, PhD, visiting scientist

The program is fast-moving, Poznansky says, with aggressive timelines to bring its goals to fruition. A prime example of what the group hopes to address would be a situation such as the 2009 H1N1 flu pandemic. "We want to be able to respond more quickly to emerging infectious diseases like H1N1, where we saw it take almost two years to create a useful vaccine. Under this type of partnership, it would take months rather than years."

With advice from senior experts, Poznansky hand-picked the consortium members and credits them as some of the best in their respective fields: Evaxion Biotech; biochemist David Baker, PhD, and his team within the Baker Laboratory at the University of Washington in Seattle; Rhode Island-based immunology company EpiVax, Inc.; and the German-based company ProBioGen.

"We are just in the beginning stages now that the program has been approved," Poznansky says. "We hope it will represent a new way forward for making better vaccines, faster. It's exciting to have such a great collaboration."

For more information on VIC's projects, visit *www.advancingcures.org.* ■

Museum opens to the public

DOCENT JODIE GROSSMAN, far right, welcomes the first visitors into the new Paul S. Russell, MD Museum of Medical History and Innovation during its public opening April 17. This group of MGH Bicentennial Scholars – from left, Jenny Bermudez, Iesha Hall-Ivery, Mursal Hassan, Zazil Mardones and Belinda Bego – joined 200 visitors and MGH staff excited to tour the exhibits, which highlight the evolution of medicine and clinical practice throughout the MGH's 200-year history. "I've been waiting eagerly for the museum to open. It's beautiful," says Grossman. "I love American history and love Boston history, so volunteering here is really my cup of tea." The Russell Museum is now open weekdays from 9 am to 5 pm. For more information, visit *www.massgeneral.org/museum.*

IN MEMORIAM

C. Miller Fisher, MD

C. MILLER FISHER, MD, founder of the MGH Stroke Service and widely regarded as the father of stroke neurology, died April 14 at the age of 98. During his 50 years at the MGH, he defined nearly all the principles that underlie current understanding of cerebrovascular disease.

"He was an icon in the field of neurology, and he defined stroke care," says Anne Young, MD, PhD, chief of the Department of Neurology. "The way he cared for his patients was exemplary, and he taught many generations of neurologists excellence in patient care and observation."

Fisher dedicated his research to understanding carotid artery disease, which led to the discovery that aspirin could prevent stroke by warding off the formation of blood clots. This major milestone was followed by several other breakthroughs, including the introduction of the term transient ischemic attack, or TIA – when blood flow to a part of the brain stops for a limited period of time causing stroke-like symptoms – a warning sign that a true stroke may occur in the future.

During his lengthy career, Fisher was honored with several accolades, including being inducted into the Canadian Medical Hall of Fame. Last year, an endowed chair at the MGH was also created in his name.

Fisher is survived by his three children and four grandchildren. His wife Doris preceded him in death. A memorial service to celebrate his life will be held in Boston this fall.

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WHAT'S HAPPENING

Heart Center education class

Kim Parks, DO, of the MGH Heart Center, will speak on "Heart Weakness/Heart Failure: What Does It Mean?" May 2 from 10:30 to 11:30 am in the Yawkey Center, Room 4-820. For more information, call 617-726-7693.

'Getting Ahead in Academic Medicine'

HMS faculty are invited to the fourth annual Nancy J. Tarbell, MD, Faculty Development Lectureship Series, "Getting Ahead in Academic Medicine," May 2 from noon to 1:30 pm in the Thier Conference Room. The speaker will be Andrew Warshaw, MD, former chief of surgery and senior consultant for international and regional clinical relations. To register, email *cfd@partners.org* by April 23.

Clinical Research seminars

The MGH Clinical Research Program is offering the following seminars in the Simches Center, Room 3.110:

- "Maintaining Research Subject Privacy and Information Security: What Clinical Researchers Must Know" May 8 from 3:30 to 5 pm;
- "Clinical Trial Billing: Monitoring, Invoicing and Corrections" May 9 from noon to 1 pm;
- "Publishing Faster: Bridging the Gap Between Electronic Data Capture and the Manuscript Generation Process" May 9 from 2 to 3:30 pm;
- "What Does the IRB Really Want? How to Write a Human Studies Protocol" May 10 from 2:30 to 4 pm; and
- "Reporting Results: Should Subjects Be Told Clinical Research Results?" May 15 from 3 to 4:30 pm.

Register at *http://hub.partners.org/catalog*.

IN GENERAL

Laura Sanders, RN, was honored with the Molly Catherine Tramontana Award for Outstanding Service and Patient Care, which recognizes nurses on the MGH Labor and Delivery floor for their dedicated service to the department and their patients. This year's nominees also included Julie Clark, RN, Shana Crow, RN, Tara Hutchings, RN, Paula Nelson, RN, and Jenny Sweet, RN.

Rooting for the home team

TO CELEBRATE the Red Sox's April 13 home opener, the MGH Blood Donor Center held a drawing to win a pair of tickets to an upcoming game. Below, phlebotomists Wendy Audate and Danapel de Veer and blood donor Chris Lofgren, application analyst, get into the spirit of the day.

04.27.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Going for the green

EACH DAY, MGH employees do their part to help preserve the environment – whether by recycling a water bottle in the correct bin or not printing out an email. The entire institution is dedicated to sustainable practices: earlier this year, the Lunder Building received gold certification from the U.S. Building Council for its environmentally friendly construction and design.

On April 19, to honor these efforts – both large and small – Boston Mayor Thomas M. Menino named the MGH a recipient of one of the sixth annual Mayor's Green Awards during a ceremony in the South End in celebration of Earth Day. The Green Awards recognize local businesses and residents who help make Boston a greener, more sustainable and more livable city. The MGH was honored for its efforts in recycling, energy conservation and hazardous waste management.

Also in recognition of Earth Day, on campus, the MGH Raising Environmental Awareness League (REAL) hosted an information table in the Main Corridor featuring statistics about recycling at the MGH. For example, in 2011, Environmental

(Continued on page 2)

THE REAL DEAL: Barbara Irby, RPh, left, and Edwin Andrews, both of MGH REAL

CELEBRATING RESEARCH: From left, Bernstein, Baselga, Babitt and Haber

Science showcase

Celebration of Science welcomes NIH director, SAC meeting focuses on computational biology

CHARACTERIZING NEW DISORDERS, getting around barriers that hinder translation of discoveries into therapeutic benefit, and supporting young investigators pursuing truly innovative science were among the priorities National Institutes of Health (NIH) Director Francis Collins, MD, PhD, discussed in his keynote address at the April 18 Celebration of Science, held in conjunction with the annual meeting of the hospital's Scientific Advisory Committee (SAC) on April 19. In addressing the challenges of threatened NIH budget cutbacks, Collins stressed that highlighting the economic benefits of medical research may have the greatest influence on Washington decision-makers.

Offering a glimpse of the breadth and depth of research at the MGH, the first day of the two-day event began with an annual poster session featuring 285 posters from MGH research teams, 16 of which were named posters of distinction. Also featured were posters from students at the Timilty Middle School and East Boston High School, who developed science projects with MGH mentors. Prior to Collins' address, recipients of the hospital's annual research awards described the work for which they were honored. This year's recipients are:

- **Jodie Babitt, MD,** of the MGH Renal Unit, received the 2012 Howard Goodman Award for studies of how the body maintains iron levels, particularly the role of the hormone hepcidin, which controls the release of iron stored in the liver. Her team is investigating mechanisms behind the anemia of chronic kidney disease and strategies to treat it;
- **José Baselga, MD, PhD,** chief of Hematology/Oncology and associate director of the MGH Cancer Center, accepted the 2011 Joseph Martin Award for Clinical Research for a paper in the Dec. 7 *New England Journal of Medicine.* The studied protocol, which combines an estrogen inhibitor with a kidney cancer drug, has changed the standard treatment for women with estrogen-receptor-positive breast tumors; and
- **Bradley Bernstein, MD, PhD,** MGH pathologist, was honored with the 2011 Martin Award for Basic Research for a March 24 *Nature* paper that mapped the structure of chromosomes in nine different types of human cells, identifying regulatory regions that control the expression of genes involved in specific cellular functions.

(Continued on page 2)

IN MEMORIAM

John Drake

A STAFF MEMBER at the MGH for 48 years, John F. Drake, chief cardiac technologist, died April 14 at the age of 65.

"He was a wonderful friend, passionate about his job and an incredible mentor to all of us who worked with him," says Rose Guanci, CVT, inventory manager in the Knight Center for Interventional Cardiovascular Therapy, who worked with Drake for nearly four decades. "He loved working here so much, and he will be missed by so many."

Drake's colleagues and friends credit him with training countless staff members over the years, an effort that earned him the reputation of being a patient and kind teacher. He also will be remembered for his dedication to ensuring the intra-aortic balloon pumps and ventricular assist devices were in top working order.

"There are really few people in the world who know these machines better than John. But he didn't just take care of the machines, he took care of our patients," says Thomas MacGillivray, MD, co-director of the Thoracic Aortic Center and surgical director of Mechanical Circulatory Support. "He was one of their guardian angels. He would come in the middle of the night to make sure the pumps were working properly and to check to see that they were OK. He never wanted to be in the spotlight, but like many MGHers, he helped make the MGH the great place it is, and he was proud to be a member of the MGH family."

Drake was an avid fan of Boston sports teams, and in his memory, his colleagues are collecting funds to purchase a brick etched with his name to be placed at Fenway Park.

Drake was a lifelong resident of Quincy and served as a specialist in the U.S. Army, including two tours of duty in Vietnam. He is survived by his wife of 42 years, Heather, and his children, Kristin Eby and her husband David, and Adam Drake and his wife Dana, as well as three grandchildren. Funeral services were held on April 19.

– SAC

(Continued from page 1)

The April 19 SAC meeting began with the annual update from Daniel Haber, MD, PhD, chair of the Executive Committee on Research, and a look ahead from Harry Orf, PhD, who recently rejoined the MGH as senior vice president for Research. In the departmental research updates Robert Martuza, MD, chief of Neurosurgery, described new approaches to treating stroke, brain injury and depression, and efforts to combat the deadly brain tumor glioblastoma. Harry Rubash, MD, chief of Orthopædics, discussed projects designed to speed healing of fractures, better understand the motion of healthy and damaged joints, and improve the results of joint replacement. He introduced William Harris, MD, DSc, founder of what is now the Harris Orthopædics Lab, who briefly described his work eliminating a major cause of hip implant failure.

Ramnik Xavier, MD, PhD, chief of the Gastroenterology Division, outlined investigations into factors affecting energy balance in obesity and weight loss – including those involved with gastric bypass surgery – as well as treatment of hepatitis C infection, the role of aspirin in colorectal cancer and the mechanisms behind inflammatory bowel disease. In reviewing his department's numerous research accomplishments, Dennis Ausiello, MD, chief of Medicine, emphasized how the scientific environment of the MGH continues to inspire researchers to address the most challenging problems of the day.

With the theme "Applying Computational Biology to Biomedical Research," the afternoon session explored the challenges of applying vast amounts of genetic data to medical science. Aviv Regev, PhD, of the Broad Institute, described her team's investigation of the complex molecular circuits behind the inflammatory response, including efforts to identify genes that regulate those circuits and the effects of circuit disruption. Mark Daly, PhD, director of the MGH Analytic and Translational Genetics Unit, discussed how the expansion of truly targeted therapies will require the ability to identify which gene variants actually cause diseases and disorders. Zak Kohane, MD, PhD, of Children's Hospital, noted that gaining scientific insights by analysis of electronic medical records is currently limited, since records are structured to meet billing needs and current analytic systems are unable to interpret important clinical details.

Daly, Kohane and Orf were joined by physicist John Quackenbush, PhD, of the Dana-Farber Cancer Institute, in a panel discussion of critical questions in computational medicine. Panel moderator Sridhar Ramaswamy, MD, of the MGH Cancer Center, noted that, although costs of performing genome screens have dropped dramatically, the costs of analyzing the resulting data continue to rise. Quackenbush stressed that translating biomedical research from a laboratory science to an information science will require both a revision of focus by analysts and engineers and better appreciation of the value of computational science on the part of biomedical researchers.

"This year's discussion of how we can address the ever-increasing demands for sophisticated computational biology was probably the most lively in recent years, with some great input from SAC members," says Haber, who is also director of the MGH Cancer Center. "We have both a challenge and an opportunity to be at the forefront of this revolution that will shape the biomedical research of the future." ■

– Green

(Continued from page 1)

Services reported recycling an impressive 1,263,410 pounds of paper, 724,585 pounds of cardboard and 117,223 pounds of plastic.

Representatives from REAL were at the table to discuss these statistics and offer tips about ways to reduce waste at work and at home. They also provided information about lesser-known recycling initiatives at the hospital, including cell phone recycling bins – located in the Employee Access Center in Bulfinch 107 and the Police and Security Office in Wang 232 – and a magazine recycling program at the Volunteer Office, which accepts gently used publications for patients and visitors to enjoy.

To learn more about sustainability programs at the MGH, email *REALenvironmental@partners.org*.

HIGHEST HONOR: Kawai, left, with Cosimi at the April 13 ceremony

Kawai first incumbent of Cosimi Chair

TATSUO KAWAI, MD, PHD, a transplant surgeon and surgical director of the Dialysis Access Program, was honored as the first incumbent of the A. Benedict Cosimi Endowed Chair during an April 13 ceremony in the Trustees Room. The chair is named in honor of distinguished physician-researcher A. Benedict Cosimi, MD, chief emeritus of the Division of Transplantation, who has worked at the MGH for more than 40 years.

"To have an endowed chair establishing that my name will be borne by future MGH transplant surgeons is the highest honor of my academic career," Cosimi said. "I am most appreciative of the generous donations provided by my family, colleagues, former fellows and patients who made this possible. It is a special pleasure to have Dr. Tatsuo Kawai – a fine scholar and longtime friend who is at home both in the OR and in the laboratory – named the first incumbent of the chair."

During the ceremony, Kawai thanked Cosimi for being an outstanding mentor for more than two decades. "When I first met Ben, I asked him the secret of success. He told me, 'Young surgeons tend to try to do too many things, but if you really want to achieve something, you have to focus on what you really want to do.' So I took his advice seriously, and after joining MGH in 1991, I decided to focus on tolerance induction, the holy grail of organ transplantation."

Kawai and Cosimi were instrumental members of the team that introduced tolerance in kidney transplantation, and in attendance at the event was Jen Searl, MLS, a health educator at the Maxwell and Eleanor Blum Patient and Family Learning Center, who was the world's first patient to receive a nonmatched, transplanted organ without needing immunosuppressive drugs. Also providing remarks during the ceremony were Peter L. Slavin, MD, MGH president, James Markmann, MD, PhD, chief of the Division of Transplantation, and Keith Lillemoe, MD, chief of the Department of Surgery. ■

Introducing MGH's first dedicated physician advisor

THE HIGH AND RISING COST of health care has brought increased emphasis on the need to optimize the use of hospital services. Physician advisors – trained doctors who focus on the operational aspects of care rather than direct treatment – can help meet this need. Full-time physician advisors are gaining ground at hospitals across the United States. Last summer, Paul Simmons, MD, was appointed the first dedicated physician advisor to the MGH Case Management Department. The department had only part-time advisors in the past.

"I am delighted to have Paul in this role," says Nancy Sullivan, executive director for Case Management. "He brings a wonderful combination of commitment, experience, humor and skill. Whether negotiating with a payer to cover a service or working with the patient care team on a challenging discharge, he always has the patient's best interest in mind."

SIMMONS

Simmons worked as a primary care physician in the Mass General Medical Group since 2005 and served as associate medical director for utilization management at the MGH and MGPO since 2006. As physician advisor to Case Management, he serves as a facilitator and resource for care teams navigating obstacles – whether external or internal – that may impede the appropriate and timely progression of a patient from hospitalization to follow-up care after discharge. A liaison between case managers, physicians, other clinicians and even hospital administrators, Simmons is able to advocate for the early involvement of case management; offer guidance about level of care, length of stay and other quality issues; and help translate health plan rules and regulations.

"It is very difficult for busy caregivers to understand the frequently changing rules, regulations and policies related to discharge planning and utilization management," says Elizabeth Mort, MD, associate chief medical officer. "Paul is now the go-to person for clinicians who need assistance with these matters."

The other goal of the position is to develop new systems that enhance the quality and efficiency of care and to improve systems already in place. As part of this work, Simmons is collaborating with various units to help streamline their multidisciplinary rounds – a concept that came from the Direct Care Patient Affordability team – and works with nursing director Lee Ann Tata, DNP, ANP, BC, as one of three physician co-leads on the Innovation Unit on Ellison 16. He co-chairs both the MGH Non-Acute Steering Committee, which works to strengthen the links between the MGH and the facilities receiving transferred MGH patients, and the Discharge Planning Workgroup, which helps manage the most challenging cases at the hospital. He also will continue his work on behalf of the MGH in utilization review and appeals to help ensure that the hospital is reimbursed for the care it delivers.

"There has never been a more important time for all of us to work together in providing patient-centered, high-quality, efficient care," says Simmons. "I'm thrilled to be able to serve as a resource for case managers and all our providers."

WHAT'S HAPPENING

New to *Hotline:* QR code

Hotline has introduced a Quick Response (QR) code to its credit box at the bottom of this page for a quick and easy way to access *Hotline* online. To use it, open a smartphone QR reader app and point the phone at the code. It will automatically scan it and open the online version of *Hotline*. If a QR code reader is needed, many free apps are available for download.

May outdoor concert series

The MGH Vaccine and Immunotherapy Center – in partnership with Berklee College of Music – will host a free outdoor concert series from noon to 2 pm in the Bulfinch Tent every Tuesday in May. Performers will be: Mike Hubbard May 1, The Dan Searl Trio May 15, Jake Cassman May 22 and Daphne Khoo May 29.

Submit news tips and story ideas to *MGH Hotline*

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IN GENERAL

Gino Chisari, RN, DNP, director of the Norman Knight Nursing Center for Clinical and Professional Development, has been elected president of the Massachusetts Association of Registered Nurses, a state constituency of the American Nurses Association, which is focused on advancing the profession of nursing and quality patient care throughout the Commonwealth.

Medical Service Challenge begins May 1

THE MGH BLOOD DONOR CENTER will host its eighth annual Medical Service Challenge during the month of May. MGH physicians, nurses and administrative staff will compete against one another in the month-long challenge in an effort to increase blood donations during spring, a time when donation rates are typically low. As an added incentive, challenge participants who donate on May 1 will be entered into a raffle to win Red Sox tickets for the May 2 game. Other weekly prizes include restaurant gift certificates, movie passes and tickets to sporting events. At right, clinical trainer George Chappell draws blood from MGH President Peter L. Slavin, MD, during a recent visit. The framed bowtie hanging on the wall in the donor room honors the late Allan Moore, MD, the MGH physician who founded the annual challenge in 2005.

Moore, who was dedicated to educating health care professionals about the importance of donating blood, died in 2008. To participate in the Medical Service Challenge, contact Kim Cronin at *kcronin@partners.org* or call 617-726-8165. To see which team is in the lead, visit the MGH Blood Donor Center Facebook page at *www.facebook.com/MGHBloodDonor.*

Nurse Recognition Week

THE MGH is hosting a number of events May 3 to 9 in honor of Nurse Recognition Week:

- "Chief Nurse Address" by Jeanette Ives Erickson, RN, DNP, FAAN, May 3 from 2 to 3 pm in the O'Keeffe Auditorium;
- Yvonne L. Munn Nursing Research Award speeches May 4 from 10 to 11:30 am in the O'Keeffe Auditorium;
- Staff nurse breakfast May 6 from 7 to 9 am and a reception May 9 from 3 to 4:30 pm both in the Trustees Room, Bulfinch 2;
- "Caring for the Caregiver: Recognizing Compassion Fatigue and Developing Self-Care Skills" May 7 from 7:30 to 8:30 am and May 8 from 10 to 11 am in the O'Keeffe Auditorium with speaker Mary Susan Convery, MSW, LICSW, oncology social worker;
- "Shaping the Future of Health Care through Innovation" May 7 from 1:30 to 2:30 pm in the O'Keeffe Auditorium with speaker Ellen-Marie Whelan, PhD, NP, RN, senior advisor for the Centers for Medicare and Medicaid Services Innovation Center;
- "Take the T to Cultural Competence: Is the Red, Orange, Blue or Green Line Your Best Practice?" May 8 from 1:30 to 2:30 pm in the O'Keeffe Auditorium;
- Interactive nursing research poster session May 9 from 10 am to noon in the O'Keeffe Auditorium Foyer; and
- The 18th annual Yvonne L. Munn Nursing Research Lecture and awards presentations May 9 from 1:30 to 3 pm in the O'Keeffe Auditorium with speaker Jeffrey M. Adams, PhD, RN, nurse scientist, who will speak on "The Bucket List: Advancing an International Research Agenda Using Administrative Data in the Evaluation of Leadership and Organizations."

05.04.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Responsibility with a smile

MGH administrative professionals honored at annual luncheon

IN HER 30 YEARS as a member of the Child Neurology Department, Ginny Tosney-Trask has "become legendary for her humanity, warmth and generosity." It was these key attributes, among many others listed in her nomination, that led to her selection as the recipient of this year's Pamela J. Ellis Memorial Secretarial Award.

"I am deeply touched and honored," Tosney-Trask said at the April 24 award ceremony during the annual Administrative Support Staff Day luncheon in the Bulfinch Tent. "This isn't just a place where I work – it's where I live. It's my other family. This award doesn't just recognize me, it recognizes my department, the faculty and residents."

Tosney-Trask gave special thanks to Verne Caviness, MD, emeritus director of Child Neurology, who nominated her for the award. "At some point in your career here, I hope you all will have the opportunity to work with such a wonderful mentor and friend," she said.

During the ceremony, Jeff Davis, senior vice president for Human Resources, and Joan Sapir, MGH/MGPO senior vice president, read the names of all 111 MGHers nominated for the award, which is given annually in honor of the late Pamela J. Ellis, an MGH executive secretary from 1992 to 1996. A framed certificate featuring these names is now on display in the hallway near the MGH Gift Shop.

Davis and Sapir also took time to read descriptions of several nominees: "Calm in the eye of the storm." "The backbone of our unit." "Brightens my day every time I see her." "A quarterback who always passes to the right person."

President Peter L. Slavin, MD, thanked the group for being essential members of the MGH family. "Here at the MGH we believe that our employees are our greatest assets, and the work you do proves that to be true time and time again," Slavin said. "On the front lines you juggle myriad responsibilities: answering phones, greeting patients, maintaining schedules and drafting correspondence. None of these – on their own – is an easy task, but somehow you manage all of them seamlessly, performing each responsibility with a smile." ■

PHOTO BY MICHAEL BLANCHARD

Singers lend voices in support of Cancer Center

SINGER-SONGWRITER BEN FOLDS, far right, was the headliner and host at "A Cappella Palooza!" a concert to benefit the MGH Cancer Center. Approximately 4,000 fans flocked to the Agganis Arena at Boston University (BU) on April 29 to see Folds, a judge on NBC's music show "The Sing-Off," and several of the show's finest acts, including the Massachusetts-based group The North Shore. A group from BU, The Dear Abbeys, also performed. Thanks to ticket sales and support from local and national sponsors, the concert raised nearly $200,000.

NEW NURSING HONOR: Burke, at left, with Knowles

Hearts of gold

ON APRIL 26, members of the MGH Cancer Center and Patient Care Services gathered to celebrate the establishment of the Jill Nelson Burke, NP, Advanced Practice Nursing Award. Michelle Knowles, APRN-BC, a nurse practitioner in the Tucker Gosnell Center for Gastrointestinal Cancers, is the inaugural recipient of the award and was selected for her excellent record of service at the MGH.

"I eat, breathe, and live nursing," said Burke, the awards's namesake, who has worked at the MGH for 25 years and currently works at the Center for Multiple Myeloma. "Thank you for this honor."

Funded by a grateful patient family, the award was created to recognize a nurse practitioner in oncology who provides exceptional patient care and family support while pursuing clinical research interests and continuing education opportunities. The award will be given annually.

"It is so fitting that this award is named after someone with a heart of gold, and the first award is going to another person with a heart of gold," said Terry McDonnell, ACNP-BC, nurse director of clinical practices for the Cancer Center.

Additional speakers at the event were David Ryan, MD, clinical director of the Cancer Center and associate chief of the Division of Hematology/Oncology; Noopur Raje, MD, director of the Center for Multiple Myeloma and Burke's collaborating physician; and Andrew Zhu, MD, PhD, medical oncologist in the Tucker Gosnell Center for Gastrointestinal Cancers and Knowles' collaborating physician.

SUITE CELEBRATION: From left, Dawn Tenney, RN; Kriston Ganguli, MD; Marion Freeman, RN; Kleinman; Biller; and Paula Curren, RN.

AAMP holds leadership forum

FOR TWO DECADES, the Association of Multicultural Members of Partners (AMMP) has been committed to the advancement, retention, recruitment and development of multicultural professionals at the MGH. On April 12, in support of this mission, AMMP presented the annual Leadership Forum in the Trustees Room with special guests MGH President Peter L. Slavin, MD, and MGPO Chairman and CEO David F. Torchiana, MD. Approximately 70 AMMP members attended the standing-room-only event, which was modeled as a roundtable discussion. Participants talked about topics ranging from the leadership skills essential for a successful MGH career to ways the MGH is increasing diversity in its workforce. For more information about AMMP or to become a member, visit *www2.massgeneral.org/ammp.* ■

DISCUSSING DIVERSITY: Slavin, at right, speaks with AMMP members.

Pediatric Endoscopy Suite opens

ENDOSCOPY – a minimally invasive procedure involving passage of a flexible tube into the body – can be intimidating for patients, especially young children. For this reason, MassGeneral Hospital *for* Children (MGH*f*C) has opened a new Pediatric Endoscopy Suite specially designed to help children and their families feel at ease throughout their visit. MGH*f*C staff members and others involved in the creation of the suite gathered April 18 to celebrate its opening earlier this year.

"There is nothing like this suite in any other hospital in Boston," said Jeffrey Biller, MD, chief of the Pediatric Endoscopy Unit. "It is truly important to have an endoscopy unit dedicated to children. Ours has been working beautifully since its official opening two months ago and has enormous potential to grow."

After nearly seven years of planning and construction, Biller performed the first case in the suite in February. The suite – which includes two endoscopy procedure rooms, six patient rooms, a waiting room and a consultation room – is located on the fourth floor of the Gray Building next to the Adult Endoscopy Unit, allowing adult and pediatric endoscopy specialists to collaborate and share technology. Erin Quinney, a member of the MGH*f*C Family Advisory Council who contributed to the design, said she is thrilled with the outcome.

During the celebration, MGH*f*C Physician-in-Chief Ron Kleinman, MD, thanked the design and operations teams and congratulated them on their success. "We are very proud of everyone who worked to put this together." ■

IN MEMORIAM

Dorina Cheung

A BELOVED MEMBER of the MGH VasCore family, administrator Dorina Gar Yan Cheung died April 23 at the age of 28. Cheung will be remembered by her colleagues and friends as an organizational dynamo who became an essential member of the team during her three years at the hospital.

"Dorina was one of the most remarkable people," says Michael R. Jaff, DO, medical director of the Vascular Center, Vascular Diagnostic Laboratory and Vascular Ultrasound Core Laboratory (VasCore). "She was incredibly hard-working, really just extraordinary and lovely to be around."

Cheung, who received a liver transplant in 2000, was known for her reliability and commitment to her work despite recent health problems. Debra Jaff, administrative director of VasCore, says Cheung's dedication was seen on a daily basis, and her keen eye for details was just one of the reasons she received a 2010 Partners in Excellence Award. "She was very dedicated and detail-oriented."

Gail Hadley, technical director of VasCore, says she still smiles about the day when she turned to Cheung for help with the details of a complex project. "No matter what, Dorina got the job done and done right. She was just so organized. She could pull up an email in a nanosecond," Hadley says. "That one day, I'd say one thing, and she kept reminding me of what I'd previously said by immediately pulling up past emails. I went to tell her I'd changed my mind on something, and you could just hear her – 'but you told me…' She will be greatly missed."

Cheung is survived by her parents, Sue and Jason, and siblings, Aaron, Christina and Vernon. Funeral services were held April 30.

A LOVE FOR LEARNING: Maenpaa, left, and Drayton

Taking the first step to a brighter future

TWENTY YEARS AGO Winifred Drayton never would have imagined that she'd not only be a college graduate but also would have her master's degree. It took years – and an abundance of energy and patience – but the experience is one the audit supervisor in MGH Health Information Services says has been life-changing. "You have to take the initiative to get opportunities, but once I did, they became real to me. I'm a living testimonial that, if you are willing and committed, you can take your first steps to success."

Drayton shared her experiences during the April 19 MGH Training and Workforce Development Office's "Taking the First Step" workshop, part of its annual "Steps to Success" series. Addressing the standing-room-only crowd, Drayton and Janice Maenpaa, RN, a staff nurse in Pediatrics on Ellison 17, described how the workforce development and tuition assistance programs have helped advance their careers at the MGH. "Everybody wants to be proactive in being the best they can possibly be," said Maenpaa, who started her career at the MGH as a nursing assistant and is now working toward her master's degree. "Mass General wants the same thing, and they can help you be the best you can possibly be."

The session outlined some of the numerous career advancement options available to MGH staff – including college preparation and funding options, on-the-job training, project management courses and self-assessment tools to help outline future goals. "Our programs aren't just about going to college," said Leslie Rivera, training program coordinator. "It's about learning and knowing how to take that next step in terms of career growth."

The "Steps to Success" series continues with the annual MGH College Fair May 17 from noon to 3 pm in the Bulfinch Tent. Representatives from more than 20 area schools will be available to discuss course offerings and degree programs. For more information about the MGH Training and Workforce Development Office, call 617-726-2330.

WHAT'S HAPPENING

Hotline correction

Jodie Babitt, MD, the 2012 recipient of the Howard Goodman Award, was incorrectly identified as being affiliated with the MGH Renal Unit in the April 27 issue of *Hotline*. Babitt's correct affiliation is with the MGH Program in Membrane Biology/ Division of Nephrology.

MGH Senior HeathWISE

MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: a lecture, "There's No Place Like Home: Health, Safety and Function in the Home," May 9 from 11:30 am to 12:30 pm in the Haber Conference Room with speaker Ardeshir Hashmi, MD, MGH senior health fellow; a lecture, "Oral Health," May 17 from 11 am to noon in the Haber Conference Room with speaker Nicole Armour, DMD, MGH Dental Group; and a book club discussion of "In the Time of Butterflies" by Julia Alvarez May 17 from 3 to 4 pm at the West End Library. For more information, call 617-724-6756.

Blum Center events

The Maxwell and Eleanor Blum Patient and Family Learning Center will host two free programs from noon to 1 pm in White 110: "Shared Decision Making: Coping with Symptoms of Depression" May 10 with speakers Albert Yeung, MD, of the MGH Depression Clinical and Research Program, and Timothy Petersen, PhD, of the Department of Psychiatry; and "National Health Observances Talk: Understanding Asthma" May 24 with speaker Nancy Davis, RTT, respiratory therapist. For more information, call 617-724-7352 or email *pflc@partners.org*.

Pituitary surgery lecture

The 13th annual Nicholas T. Zervas, MD, Lecture, "Pituitary Surgery at MGH," will be held May 15 at noon in the Ether Dome with speaker Brooke Swearingen, MD, of MGH Neurosurgery. For more information, call 617-726-3870.

Ethics forum

An ethics forum, "Are You Willing to Discuss Medical Errors with Your Patients?" will be held May 11 from noon to 1 pm in the Sweet Conference Room in Gray-Bigelow 4 with speaker Christian Vercler, MD, chief resident in Plastic Surgery.

InfoByte computer course

Partners Information Systems will offer free, 90-minute Microsoft 2003 InfoByte computer courses beginning May 17. Topics include Excel, Word and PowerPoint. To register, visit *http://istraining.partners.org*.

ACLS courses offered

The Advanced Cardiac Life Support (ACLS) provider course is designed to offer caregivers the knowledge and skills needed to evaluate and manage the first 10 minutes of an adult ventricular fibrillation/ventricular tachycardia arrest. The MGH Department of Emergency Medicine is offering two-day ACLS provider courses May 14 in the O'Keeffe Auditorium and May 21 in the Thier Conference Room from 8 am to 3 pm. A recertification course will be held May 9 from 5:30 to 10 pm in the Founders Building, Room 130. For payment and other details, visit *www.massgeneral.org/emergencymedicine/education/acls.aspx*.

2012
Office Supply Swap
& Recycle Event
MASSACHUSETTS GENERAL HOSPITAL
Have you been hoarding supplies, waiting for the 2012 Office Supply Swap & Recycle Event?
Well, your wait is over!
May 10th – Charlestown
Building 149
Conference Room A
9am -11 am - drop off old items
1 – 3 pm - pick up new items
May 16th – Main Campus
Bulfinch Tent
9 -11 am - drop off old items
Noon – 3 pm - pick up new items
Speak to your office manager to register for this event by emailing
An MGH badge will be required to enter
For more details about accepted items, visit

IN GENERAL

Three MGHers are recipients of the Harvard Medical School's Harold Amos Faculty Diversity Award: **Sherri-Ann Burnett-Bowie, MD,** of the Endocrine Unit and associate director of the Multicultural Affairs Office; **Sylvie Le Gall, PhD,** director of the education and training program at the Ragon Institute of MGH, MIT and Harvard; and **Andrew L. Warshaw, MD,** surgeon-in-chief emeritus and senior consultant for Internal and Regional Clinical Relations. The awards – which were presented April 25 at Harvard Medical School – were established to recognize individuals who promote diversity and have made significant achievements in moving the institution toward being a diverse and inclusive community. This is the first time three MGH staff members have received the honor.

Robert Scully, MD, a pathologist who served at the MGH for more than 55 years, will be honored by the Massachusetts Medical Society with its 2012 Lifetime Achievement Award, given to a society member who has made lasting contributions to the practice of medicine over a lifetime and who has made significant contributions to the goals of the society. Scully is the first pathologist to be honored with this prestigious award, which will be presented at the society's annual meeting May 18.

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05.11.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Widening inequality in Boston and beyond

"SOME OF THESE NUMBERS may surprise you, because we tend to think of ourselves as very successful as a region and as a nation," said Charlotte Kahn, co-founder and director of the Boston Indicators Project. Kahn revealed some unsettling local statistics – including that Suffolk County is among the top 50 most unequal counties in the nation – in her presentation, "Widening Income Inequality and its Effects on Racial/Ethnic Disparities in Boston and Beyond," April 27 in the Ether Dome.

The lecture was held in honor of the YWCA's National Stand Against Racism Day, created in 2007 to raise awareness that racism still exists. "We're proud to be a participating site in 2012," said Deborah Washington, RN, director of MGH Diversity for Patient Care Services, who welcomed attendees alongside Larry Seamans, senior vice president and chief operating officer of YWCA Boston. "MGH has a longstanding commitment to diversity and what that means as an employer, a health care provider and member of the community."

Funded and coordinated by the Boston Foundation, the Boston Indicators Project collects, analyzes and publicizes data in 10 subjects – ranging from economics to health – for Boston, its neighborhoods and the surrounding region. The project published its first report more than 10 years ago; its most recent one was released March 14.

(Continued on page 2)

RAISING AWARENESS: From left, Seamans, Washington and Kahn

COURTESY OF LIGHTCHASER PHOTOGRAPHY

DETERMINED TO SUCCEED: From left, Merdones speaks at Boston City Hall while Massachusetts Secretary of Education Paul Reville, Slavin and Johnson look on.

$10 million gift benefits youth programs

WHEN ZAZIL MERDONES of West Roxbury heads to Fitchburg State University to study nursing this fall, she will have a $5,000 annual scholarship from the MGH and a college coach to help her succeed academically and graduate. Merdones is an MGH Bicentennial Scholar, one of 26 students in the graduating class of 2012 from Boston, Chelsea and Revere who are receiving mentorship and academic and financial support from the MGH as they pursue their college dreams. With a new $10 million gift from Partners HealthCare and its founding hospitals, the MGH and BWH, hundreds of additional students involved in both institutions' youth achievement programs will benefit in the years ahead.

The gift was announced May 3 at Boston City Hall by Gary L. Gottlieb, MD, MBA, president and CEO of Partners HealthCare, and is in part inspired by the MGH Bicentennial Scholars program, which was created by the MGH in 2011 as a gift to the community in honor of its bicentennial. Merdones and MGH President Peter L. Slavin, MD, were among those who addressed guests gathered for the May 3 announcement, including Boston Mayor Thomas M. Menino and Boston Public Schools Superintendent Carol Johnson, PhD.

"Since we created this program, we have been asking ourselves how we could offer it to additional classes of students," said Slavin. "I am so pleased to say today that the funds from the Partners scholarship program will allow us to establish additional cohorts totaling 145 students, who, like Zazil, will receive this support, extending our program over the next 10 years. We are extremely grateful for this opportunity."

Merdones spoke about her journey from being an indifferent middle school student to a motivated high school senior determined to attend college. As MGH Bicentennial Scholars, Merdones and the other students have received comprehensive support for the past two years including SAT prep, college tours, mentoring, financial aid counseling and employment opportunities. All 26 Bicentennial Scholars were accepted to college. ■

– Inequality

(Continued from page 1)

In her presentation, which highlighted trends identified by the reports, Kahn compared a period from 1947 to 1979, when national prosperity was shared and incomes were more equal, with the last three decades, when despite sharply increasing worker productivity, average wages stalled while the incomes of those at the top continued to grow. During this time, individual debt ballooned in response to increased college, housing and health care costs.

Today, U.S. incomes are extremely unequal. In Boston, the top 5 percent of earners account for 25 percent of aggregate annual income, while the bottom 20 percent account for 2.2 percent. "These trends have cut into household budgets, making it very difficult for the average person to get ahead," said Kahn. "The United States is almost off the charts among all wealthy, developed nations in terms of income inequality and a lack of intergenerational mobility."

According to Kahn, this inequality is often reflected racially. In Boston, the per capita income of white residents is two to three times higher than of residents of color, largely because income – and unemployment – are closely tied to education. Massachusetts ranks No. 1 on certain national standardized tests for eighth graders, but within that group, black and Latino students score at the lowest end of the scale. Similarly, the percent of Boston's black and Latino adults with a bachelor of arts degree has increased marginally over the past three decades compared with dramatic increases among white and Asian residents.

Kahn pointed to a series of maps to show the correlation between race, inequality and geography in Greater Boston, emphasizing the neighborhoods of Roxbury, Dorchester and Mattapan, where education attainment is lowest and levels of poverty are highest. These same neighborhoods also are disproportionately affected by rising rates of preventable hypertension and diabetes hospitalization as well as the highest rates of violent crime.

"If we allow these trends to continue, we are going to plow under as a nation," she said.

Moving ahead, Kahn said, eliminating disparities in education is key. She challenged attendees to try to reduce health care costs, which are crowding out investments in education, and encouraged them to put more emphasis on community-wide preventive strategies. "Healthy people mean a healthy economy," she concluded.

The event was sponsored by the MGH Center for Community Health Improvement, the Department of Emergency Medicine, the Disparities Solutions Center, the Multicultural Affairs Office and Patient Care Services Diversity. To read Boston Indicators Project reports, visit *www.bostonindicators.org*.

COURTESY OF MATT WEST

ASPIRING FOR GOOD: From left, Hamilton, McLeod and David Long, president of Liberty Mutual Group and a gala committee co-chair

YouthCare Gala raises $1.1 million

NEARLY 950 PEOPLE turned out for this year's YouthCare Gala, which raised $1.1 million to support the highly successful MGH program that helps individuals with autism spectrum disorders develop independence and the social skills critical for success at home, school and within the community.

Guests at the 12th annual event at the Four Seasons Hotel in Boston – including Aerosmith bassist Tom Hamilton and retired Red Sox pitcher Curt Schilling – were treated to dinner and a live auction, which featured items such as a signed Bruce Springsteen guitar and tickets to a taping of "Saturday Night Live."

During the evening's festivities, Scott McLeod, PhD, YouthCare executive director, announced that the program's name would officially be changed to Aspire as a way to more aptly reflect its expanded mission and values. "Since we have embarked on expanding our work with teens and young adults, 'YouthCare' no longer fully reflects our larger mission to provide a continuum of services from childhood through young adulthood," McLeod says.

For more information, email *mghaspire@partners.org*. ■

HONORING ROLE MODELS: From left, Kalubi Mbuyi, RN, a Chelsea High School graduate who works at a nursing home in Malden, with Forgione and Marshall

McDougle named inaugural Nancy Lurie Marks Professor

TO ADVANCE the understanding and treatment of autism, Nancy Lurie Marks and the Nancy Lurie Marks Family Foundation have established the Nancy Lurie Marks Professorship in the Field of Autism at Harvard Medical School (HMS). The chair's first incumbent is Christopher McDougle, MD, who joined the MGH in October as the inaugural director of the Lurie Center for Autism. The center was established in 2009 through the generosity of Marks and her family foundation, building upon the success of a MassGeneral Hospital *for* Children program previously known as LADDERS.

During an April 23 celebration at HMS, MGH President Peter L. Slavin, MD, congratulated McDougle and commended his dedication to furthering the research mission of the Lurie Center and building the center's first teaching and physician mentoring program.

"Chris' arrival begins a new era for Mass General and MassGeneral Hospital *for* Children's Lurie Center for Autism," said Slavin.

COURTESY OF SUZANNE CAMARATA PHOTOGRAPHY

ADVANCING AUTISM CARE: From left, Slavin, Rosenbaum, McDougle, Schutt, Marks and Flier

An international expert in autism care and research – with a unique focus on adult patients with the disorder – McDougle came to the MGH after 11 years as chairman of the Department of Psychiatry at the Indiana University School of Medicine. "It is a tremendous honor to be named the first Nancy Lurie Marks Professor in the Field of Autism at Harvard Medical School," he said. "With Nancy's inspiration and the resources available to us at Mass General and MassGeneral Hospital *for* Children, we are working diligently with colleagues throughout the city of Boston to improve the quality of life for individuals with autism spectrum disorders and their family members."

Also speaking at the event were Jeffrey Flier, MD, dean of HMS; Clarence Schutt, PhD, director and chief scientific officer of the Nancy Lurie Marks Family Foundation; and Jerrold Rosenbaum, MD, chief of the MGH Department of Psychiatry. ■

Annual fair celebrates women's health

WOMEN OF ALL AGES came together May 2 during "Celebrating Women, Living a Vibrant, Healthy Life," an educational event to highlight women's health issues and honor female role models in the community. The free public event, held at Everett High School, is hosted annually by the MGH Center for Community Health Improvement and the MGH health centers.

The evening featured a health fair – with screenings, demonstrations and activities about topics ranging from smoking cessation to Reiki. The 500 participants also enjoyed a light dinner, ballroom dancing lessons and presentations by Wayne Wescott, PhD, director of the Exercise Science Program at Quincy College, and Rae Bararka, ACE-CPT, CFM, director of the Fitness and Employee Wellness Program at the MGH Revere HealthCare Center, who emphasized the importance of being active as part of this year's event theme, "Women: Moving Through the Ages."

In addition, MGH physician Mallika Marshall, MD, of the Chelsea HealthCare Center, presented six women with the annual MGH Celebrating Women Award. Selected by their local health centers, the recipients were introduced by high school students and graduates who had interviewed them prior to the event. The recipients are: Lee Forgione, a 92-year-old advocate for senior citizens in Chelsea; Felicia Coward, an education advisor and Americans with Disabilities Act coordinator for the Charlestown Adult Literacy Program; Joanne Stroud-Lebeau, who works in the breast health outreach and education program and the women's housing services program at the YWCA in Everett; Mary Romano, a longtime North End resident known for using her crocheting and baking talents for the good of others; Cindy Evans, PhD, principal of the Rumney Marsh Academy in Revere, who is highly active in her community; and Ruth Bernstein, a beloved former teacher, guidance counselor and coach from Winthrop High School.

Marshall was surprised with a special award to honor her commitment to women's health and the community. She has been closely involved with "Celebrating Women, Living a Vibrant, Healthy Life" since it began in 2001.

MGH HOTLINE

WHAT'S HAPPENING

Support Service Employee Grant

The deadline to submit an application for a Support Service Employee Grant for the 2012-2013 academic year is May 16. The grants, given annually by the MGH Diversity Committee, provide up to $1,500 toward education expenses for employees in hourly positions. For more information, call 617-724-3368.

HBO documentary

HBO independent films, in collaboration with the National Institutes of Health and the Institute of Medicine, will present a four-part series, "Weight of the Nation," May 14 and May 15 from 8 to 10 pm. The series will feature the MGH Diabetes Center, its patients, research volunteers and staff – including center director David Nathan, MD; Robert Gerszten, director of the Clinical and Translational Research Program and Greg Lewis, MD, associate director of the Cardiopulmonary Exercise Lab, both of the MGH Heart Center; and David Altshuler, MD, PhD, of the Molecular Biology Department.

Clinical Research Program

The MGH Clinical Research Program is offering the following seminars in the Simches Center, Room 3.110: "The Principles and Practice of Clinical Research Data Management" May 17 from 2 to 3 pm; and "IRB Issues for the Bench and Desk Scientist" May 21 from 3 to 4:30 pm. Register at *http://hub.partners.org/catalog*.

MGH College Fair

Representatives from more than 20 area schools will participate in the eighth annual MGH College Fair May 17 from noon to 3 pm, in the Bulfinch Tent. The event is part of the Training and Workforce Development Office's "Steps to Success" series.

National Neuropathy Week

The Neuromuscular Diagnostic Center will host an information table in the Main Corridor about electromyography on May 17 and neuromuscular infusion on May 18 from 8:30 am to 2 pm. For more information, call 617-724-7013 or email *mthurston@partners.org*.

Benson-Henry training course

The Benson-Henry Institute for Mind Body Medicine at the MGH is offering "The Revolutionary Practice of Mind Body Medicine," a training course for health care providers June 4-8 at the Joseph B. Martin Conference Center at HMS. The course will help participants understand the science behind the relaxation response; integrate mind body interventions into practice; learn about the cognitive strategies that work to ease profound suffering; explore the relationship between stress and mood; and review the neuroendocrine-immune physiology of positive emotions. For more information, call 617-384-8600.

MGH 1811

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CARING COALITION: From left, panelists Susan Zuker, Kelly Haughey, Kurt Losert and Maggie Carvan

Navigating the cancer journey

WHEN JONATHAN ZUKER'S FATHER was diagnosed with late stage lung cancer in 2003, he found himself on an uncertain and unfamiliar path. It is one that many families encounter as they navigate the new challenges and often harsh realities that come when a loved one has cancer.

Zuker, now executive director of the nonprofit Conquer Cancer Coalition of Massachusetts, spoke during the April 28 event, "Cancer in the Family: Living with Uncertainty," hosted by the MGH Cancer Center and its peer support program, The Network for Patients and Families. The day-long conference featured speakers and panel discussions and provided patients and family members with information on current cancer topics and coping mechanisms.

The coalition was created in the wake of the death of Zuker's father as a way to make a difference in the cancer community by increasing awareness and raising funding for cancer services. During his opening remarks, Zuker said this community has allowed him to see that even the most difficult times can bring out the best of humanity. "Through all of the uncertainty in our cancer journey, there was always reliability and strength to be found here at Mass General," Zuker said. "Every step of the way we knew how lucky we were to be able to come here for treatment, and how grateful we are to be able to give back in our own way. When you are here, you are in the best hospital in the world. When you are not sure of anything else, you can be certain of that."

IN GENERAL

Emery Neal Brown, MD, PhD, director of the Neuroscience Statistic Research Lab and the Warren M. Zapol Professor of Anesthesia, and **David T. Scadden Jr., MD,** director for the Center for Regenerative Medicine, were among 220 individuals elected as fellows of the American Academy of Arts and Sciences this year. Founded in 1780, the academy recognizes some of the world's most accomplished scholars, scientists, writers, civic, corporate and philanthropic leaders. The organization draws on its distinguished membership to address critical social and intellectual issues through studies, publications, meetings and symposia. Brown and Scadden – along with other new fellows including Hillary Clinton and Paul McCartney – will be inducted at an Oct. 6 ceremony at the academy's headquarters in Cambridge.

David Cohen, PhD, of the Department of Radiology, was honored April 27 by the McGovern Institute for Brain Research for his invention of magnetoencephalography (MEG), a technology for measuring human brain activity with millisecond precision. Cohen spoke April 27 at the institute's annual symposium, which coincided with the 40th anniversary of his paper describing the development of MEG technology.

05.18.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

HONORING MGH NURSES

THE MAY 3 KICK-OFF to the 2012 Nurse Recognition Week at the MGH was marked by laughter, applause and a standing ovation, and the celebration continued on a high note through May 9 as nurses participated in special presentations, poster sessions and receptions. The week also was a time for all MGHers to express gratitude to nursing staff members for their commitment to providing the best possible care to patients and families.

At the start of her annual address May 3 in the O'Keeffe Auditorium, Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care and chief nurse, and the nursing leadership team entertained the crowd with a humorous videotaped rendition of Lady Gaga's music video, "Bad Romance." Ives Erickson said they chose the song because it reflects the tough spirit of MGH nurses. While the video was a lighthearted start to the presentation, Ives Erickson was all business when she called upon the audience to think about what the future can and should be for patients and for care providers. "We need to continue to embrace our values, action and the science of nursing – and challenge the status quo," she said. She went on to thank MGH nurses for all they do for patients, families and one another on a daily basis.

TAKING THE CAKE: Ives Erickson, left, and new graduate Sabianca Delva, RN, use a vintage Army saber to cut a cake in honor of the 111th anniversary of the Army Nurse Corps.

Throughout the week, the hallway outside the O'Keeffe Auditorium was lined with research posters, which complemented the May 9 Yvonne L. Munn Nursing Research Awards presentation. Recipients of the 18th annual awards are Constance Cruz, RN, MSN, for "Decreasing Falls on Inpatient Psychiatry through a Tailored Fall Risk Assessment, Plan of Care and Efficient Patient Care Workflow," and Cynthia Finn, RN, for "Comparison of Temporal Artery to Pulmonary Artery Thermistor Temperatures in Hyperthermic Patients." Kim Francis, PhD, RN, PHCNS-BC, was named this year's postdoctoral fellow.

(Continued on page 4)

Weight Center hosts Pediatric Obesity Collaborative Retreat

A RECENT STUDY by the Centers for Disease Control and Prevention projects that three out of four obese children will become obese adults, increasing the obese adult population to 42 percent by 2030. Just days after the report, on May 10, the MGH Weight Center brought together clinicians from 24 different programs – many within MassGeneral Hospital *for* Children (MGH*f*C) – for the first Pediatric Obesity Collaborative Retreat.

The daylong forum was created by Janey S. Pratt, MD, director of the Weight Center, Alison Hoppin, MD, associate director for pediatric programs at the Weight Center, and Christina Scirica, MD, MPH, director of the Coordinated Health and Asthma Management Program at MGH*f*C. Its aim was to increase collaboration among different teams involved in childhood obesity treatment and research and to share information about existing resources and treatment programs, including those offered by the Weight Center. "There are so many people at MGH working on childhood obesity," said Pratt. "It's important for us to collaborate."

The retreat featured research presentations from staff in clinical programs related to obesity and related conditions – such as fatty liver disease, asthma, sleep apnea, endocrine issues, and diabetes and insulin resistance. "It was really eye-opening to hear about how much is going on in so many different areas," said Caren T. Harris, NP, of Pediatric Surgery. "The commitment was coming through loud and clear."

The keynote speaker was Elsie M. Taveras, MD, MPH, a pediatrician and researcher who serves as co-director of the Obesity Prevention Program

(Continued on page 2)

WEIGHING THE ISSUES: From left, Craig Canapari, MD, MGH*f*C pulmonologist and sleep expert; Elmy Trevejo, MD, Affiliated Pediatric Practices Needham; and Paul Beopple, MD, pediatric endocrinologist for the MGH Weight Center

– Weight

(Continued from page 1)

at Harvard Pilgrim Health Care and director of One Step Ahead, a multidisciplinary childhood overweight prevention and early management program at Children's Hospital Boston. Taveras shared several strategies for addressing obesity – including focusing on evidence-based targets for counseling, referring children to specialists, using health information technology and providing support to families via mobile technology. She said effective communication was key, especially for behavioral changes, and emphasized that clinicians need to recognize patients are not all at the same stage of readiness to change. Caregivers must find the right combination of services for each individual.

Building upon Taveras' recommendations and suggestions made by retreat participants during breakout sessions, Pratt said members of the MGH Weight Center will develop evidence-based treatment and referral guidelines for families and clinicians to share with the MGH community. They also plan to develop a postgraduate course for pediatric caregivers, which will be offered in May 2013.

For more information about the MGH Weight Center, visit *www.weightcenter.org*.

LASTING CONTRIBUTIONS: From left, Slavin, Klibanski, Warshaw and Tarbell

Fourth annual Tarbell lecture held

IN 1972, Andrew Warshaw, MD, was new to the MGH and in the early stages of navigating the path that would ultimately lead him to a career as a world-renowned pancreatic surgeon and a 14-year tenure as surgeon-in-chief and chair of the Department of Surgery. During his presentation, "Getting Ahead in Academic Medicine," Warshaw, now senior consultant of International and Regional Clinical Relations, discussed the skills that put him on that path to leadership and the lessons he learned along the way.

Warshaw was the featured speaker at the Nancy J. Tarbell, MD, Faculty Development Lecture Series May 4 in the Thier Conference Room. The fourth annual event was created by the MGH Office for Women's Careers and the Center for Faculty Development to honor Tarbell, the founding director, who now serves as dean of Clinical and Academic Affairs at Harvard Medical School. The lecture provides faculty with career advancement and professional development insights from highly regarded leaders. "Nancy and I have been colleagues and friends for many years, so this is particularly special for me," Warshaw said.

During the event, Anne Klibanski, MD, chief of MGH Neuroendocrinology at the MGH and director for the Center for Faculty Development, welcomed attendees, and MGH President Peter L. Slavin, MD, offered introductory remarks, thanking Tarbell and Warshaw for their lasting contributions to the MGH.

For more information, visit *www2.massgeneral.org/facultydevelopment.* ■

IN MEMORIAM

Keith Perleberg, RN, MDiv

BELOVED NURSING LEADER Keith Perleberg, RN, MDiv, director of the Patient Care Services (PCS) Office of Quality and Safety, died suddenly May 15 at the age of 59.

"Keith touched the lives of countless patients, families, friends and colleagues through his gentle, engaging and compassionate nature," says Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care and chief nurse. "We have lost a great friend, colleague and champion of the patient."

Perleberg served the MGH community for two decades and was admired by colleagues for his unique background as an ordained Roman Catholic priest, which allowed him to connect with patients both spiritually and clinically.

He began his career at the hospital in 1991 as a staff nurse on the Psychiatry Unit, where he was later appointed interim nurse manager. In 2001 he was named nursing director for Phillips House 20 and 21 and became known as an advocate for patient and staff safety, serving in leadership roles on a number of committees, including the Magnet Redesignation Committee. His talent and passion for providing the highest-quality, patient- and family-centered care led to his appointment as the first director of the PCS Office of Quality and Safety in 2007. Throughout his five years in this role, he worked tirelessly to ingrain quality and safety in hospital culture.

Perleberg's contributions did not go unnoticed. He was recognized by *Nursing Spectrum* in 2003 as a New England Nurse of the Year finalist, and just last month was a recipient of the 2012 Partners HealthCare Nesson Award, which honors innovation in medical practice and interdisciplinary collaboration.

Perleberg is survived by his sister-in-law Carol, two nephews, a niece, eight grandnephews and grandnieces, and close friend Father Lenny O'Malley. A wake will be held from 3 to 7 pm, followed by a funeral Mass at 7 pm on May 21 at St. Peter Parish, 100 Concord St., Cambridge. A reception will follow.

Universal protocol: 'Nothing starts until we all stop'

IF ASKED to give an example of where the universal protocol takes place, most MGHers might describe an operating room (OR) setting. But the universal protocol – the three steps required before any operative or invasive procedure to ensure the correct patient is verified for the correct procedure on the correct site – is required in many nonsurgical settings, whether at the bedside for a paracentesis procedure or in the electrophysiology lab for a cardiac catheter ablation.

Interventional radiology is another beyond-the-OR location where the universal protocol is required. Melissa Chittle, PA, recalls placing a central venous catheter, or port-a-catheter, in a patient who needed chemotherapy. Despite the added pressure of the presence of Joint Commission consultants, she followed each step of the universal protocol perfectly.

CHITTLE

"Universal protocol is extremely important to me, and the only way to always remember to do it is to do the same thing the same way every time. Consistency is key," says Chittle. "By following the universal protocol for all procedures – even for minor procedures or procedures that are very straightforward – you can make sure you are prepared for cases that may be more complex."

Although the universal protocol has been the standard for a number of years, there are still challenges with consistency. For this reason, it is one of the top four hospitalwide priorities for performance improvement at the MGH in 2012.

The three key components of the universal protocol are:

1) Pre-procedure verification, which includes verifying the patient's identity, confirming that all documents match current information and making sure procedural consent is accurately completed and signed;
2) Marking of the procedural site; and
3) The hard stop time-out, when all team members must completely stop what they are doing, make eye contact with one another and actively review all information.

For more information about the universal protocol, contact Ruth Bryan, RN, MSN, at 617-726-8945 or *rbryan@partners.org* or visit *http://intranet.massgeneral.org/excellenceeveryday.*

MGH/Ragon Institute study receives Top 10 Clinical Research Award

A STUDY led by MGH researchers at the Ragon Institute of MGH, MIT and Harvard was among those honored by the inaugural Top 10 Clinical Research Achievement Awards of the Clinical Research Forum (CRF). The CRF is a national organization including more than 50 of the country's leading academic medical centers. Member organizations receive more than 75 percent of external National Institutes of Health (NIH) funding.

Marcus Altfeld, MD, PhD, of the Ragon Institute and the MGH Division of Infectious Disease, led the study, which was published in the Aug. 4, 2011 issue of *Nature* and showed for the first time that natural killer cells – part of the body's first-line defense against infection – contribute to the immune response against HIV. The discovery may lead to new strategies for preventing or controlling HIV infection. Galit Alter, PhD, of the Ragon Institute, lead author of the *Nature* paper, accepted the award at the annual CRF meeting in April.

"These achievements represent the top clinical research accomplishments in the eyes of this national jury of leaders and, as such, represent a tangible return on our country's investment in basic research through the NIH, CDC, Department of Defense and other agencies," says William F. Crowley Jr., MD, director of the MGH Clinical Research Program and founder and past chairman of the CRF. "The honored projects represent new hope for the alleviation of human suffering in a broad range of conditions."

Meaningful makeovers

APPLYING A SPECIAL CONCEALER beneath the eyes of Laura Sullivan, RN, a staff nurse in the Gillette Center for Women's Cancers on Yawkey 9, makeup artist Michel Crump explained it could be used to appear bright-eyed and well-rested. They both laughed as Crump acknowledged that most people – perhaps especially nurses – are too busy to get the rest they need.

In honor of Nurse Recognition Week, Tim Quinn, a former MGH patient and the national director of creative artistry for Giorgio Armani Beauty, brought a team of makeup artists and hair stylists to the MGH May 9 to give more than 60 nurses glamorous new looks – and a chance to relax. Quinn, a cancer survivor, was diagnosed with testicular cancer in 2007. "The nurses were great with me while I was here," said Quinn. "This seemed like a nice way to give back."

For Kathy Pollara, RN, of Lunder 10 Medical Oncology, the makeover was only part of the reason she decided to participate. "I mostly came because I really wanted to see Tim and know that he is doing well. This is so nice of him."

INNER BEAUTY: From left, makeup artist Alberto Cervantes, Quinn and Pollara

Quinn frequently provides beauty tips on television programs such as the "Today" show and in magazines like *Cosmopolitan*. In 2011, he was elected as a member of the Cancer Center's the one hundred for helping increase awareness and raise funds for cancer research. ■

05.18.12

MGH HOTLINE

WHAT'S HAPPENING

National Biomedical Engineering Week

In honor of National Biomedical Engineering Week, the Department of Biomedical Engineering will host an information table May 23 from 8 am to 3 pm in the White Corridor. Staff will exhibit equipment and highlight examples its model shop produces for clinical and research purposes.

Career Information Day

The MGH Training and Workforce Development Office will host Career Information Day May 23 from 11 am to 2:30 pm in the Haber Auditorium.

Submit news tips and story ideas to *MGH Hotline*

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MGH experts from a wide range of fields will discuss their professions and field questions. The scheduled sessions, which run for 20 minutes, are: Respiratory Care at 11 am; Pathology at 11:20 am; PBO Coding at 11:40 am; Medical Coding at noon; Surgical Tech at 12:20 pm; Medical Assisting at 12:40 pm; Research Animal specialist and Veterinarian technician at 1pm; Medical Imaging at 1:20 pm; and Neuromonitoring/Sleep Medicine at 2 pm.

IN GENERAL

Cynthia Johnson, RN, MSN, clinical nursing supervisor, and MGH Chaplaincy interns **Margaret Hassey** and **Rev. Catherine Perry, MDiv,** graduated from the Winter Clinical Pastoral Education Program for Advanced Chaplain Interns and Health Care Professionals on May 17. The interdisciplinary Clinical Pastoral Education program is a 19-week program offered by Rev. Angelika Zollfrank in the MGH Chaplaincy. For information about the program, call 617-724-3227.

– Nurses

(Continued from page 1)

The week also featured a number of speakers, including former Yvonne L. Munn award recipients Paula Restrepo, RN, BSN, Deborah Jameson, RN, MS, and Diane Carroll, PhD, APRN, BC, FAAN, who presented "An Evidence-Based Practice Project on the Use of Non-Invasive Mechanical Modalities for Venous Thromboembolism Prophylaxis in the Surgical Intensive Care Unit," and Tara Tehan, RN, MSN, MBA, Mary Guanci, RN, MSN, CNRN, and Donna Perry, RN, PhD, who shared a study, "The Impact of Death and Dying in the Intensive Care Unit on New Graduate Nurses." Other lectures included "Caring for the Caregiver: Recognizing Compassion Fatigue and Developing Self-Care Skills," by oncology social worker Mary Susan Convery, MSW, LICSW, and "Taking the 'T' to Cultural Competence: Is the Red, Orange, Blue or Green Line Your Best Practice?" by Deborah Washington, RN, director of the Patient Care Services Diversity Program.

In addition, the MGH hosted Ellen-Marie Whelan, PhD, NP, RN, senior advisor for the Centers for Medicare and Medicaid Services Innovation Center, who presented "Shaping the Future of Health Care through Innovation." She made a point of thanking MGH nurses for playing a leadership role in care redesign. "You are a hotbed of innovation," she told the audience. ■

YORK-BEST WITH CALDERWOOD

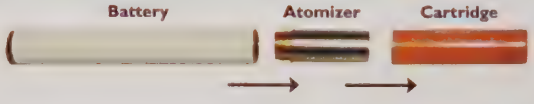
COURTESY OF STEVE GILBERT

Inaugural student teaching award

CAREY YORK-BEST, MD, a physician in the Vincent Department of Obstetrics and Gynecology, was honored with the inaugural MGH Bulfinch Student Teaching Award May 7 at a ceremony at Harvard Medical School. The award was presented by Stephen Calderwood, MD, chief of Infectious Disease.

York-Best has worked at the MGH since 1993 and has served as director for the OB/GYN Core Clerkship at the MGH since 2008. The award recognizes her ability to provide constructive feedback and her dedication and attentiveness to the needs of medical students participating in the program. Nominations for the award were submitted by medical students who credited York-Best with being an amazing and enthusiastic mentor.

What is an e-cigarette?



An e-cigarette, or electronic cigarette, pictured at right, looks like a real cigarette, but it doesn't produce smoke. Instead, the device simulates the act of smoking by electronically vaporizing a solution that usually contains nicotine. Although e-cigarettes are promoted as an alternative to tobacco smoking, they are not currently regulated by the Federal Drug Administration so exact health effects are unknown, and they have not been tested for safety or efficacy.

The MGH smoking policy prohibits smoking of any kind inside or on the grounds of all buildings owned, occupied or under control of the MGH. E-cigarettes fall under that policy and are not allowed on the MGH campus except in the designated smoking shelters. On the main campus, those shelters are located on North Grove and Blossom streets. At off-site MGH locations, individuals should adhere to the building's smoking policy. All MGH employees are responsible for enforcing the hospital smoking policy. For additional information on the MGH smoking policy or help with quitting smoking, contact the MGH Tobacco Treatment Service at 617-726-7443. ■

05.25.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MIND OVER MATTER

Patients with paralysis use thought to control robotic arm

PHOTOS COURTESY OF BRAINGATE2

THE POWER OF THOUGHT: Hutchinson, who was paralyzed after a stroke in 1996, takes a drink of coffee using the BrainGate system.

NEARLY 15 YEARS after a stroke left her paralyzed and unable to speak, 59-year-old Cathy Hutchinson controlled a robotic arm to lift coffee to her mouth and take a drink by thinking about moving her own arm. The achievement, reported in the May 17 issue of *Nature*, is one of the latest advances in brain-computer interfaces, restorative neurotechnology and assistive robot technology made by BrainGate2 – a collaboration among researchers at the MGH, the Department of Veterans Affairs, Brown University and the German Aerospace Center. The group has spent years exploring the potential of the revolutionary BrainGate system that enabled Hutchinson, who was first treated by the MGH Stroke Service in 1996, to take that very special sip.

"Our goal in this research is to develop technology that will restore independence and mobility for people with paralysis or limb loss," says Leigh Hochberg, MD, PhD, an MGH critical care neurologist and BrainGate2 sponsor-investigator. "We have much more work to do, but the encouraging progress is demonstrated not only in data, but even more so in our research participant's smile when she served herself coffee on her own volition for

(Continued on page 2)

Home Base event raises $2M

PICTURE-PERFECT WEATHER greeted 2,000 runners and walkers – including 350 active-duty military – as they crossed home plate at Fenway Park May 20 during the third annual Run-Walk to Home Base. The event raised more than $2 million in support of the Red Sox Foundation and MGH Home Base Program, bringing the total raised to approximately $7 million over three years. The program provides clinical care and support services to Iraq and Afghanistan veterans affected by combat or deployment-related stress or traumatic brain injury (TBI) and to their families. It also offers community education and conducts research to improve the understanding and treatment of post-traumatic stress and TBI.

Family members, friends, military leaders and elected officials joined MGH and Red Sox leaders at the finish line to congratulate participants, including a team of 39 MGHers who raised a total of $93,000.

ROOTING FOR THE HOME TEAM: The MGH Run-Walk to Home Base team

"Every day, the caregivers and staff of Massachusetts General Hospital and the Home Base Program are honored to provide clinical care and support to our military service members, veterans and families," said Peter L. Slavin, MD, MGH president. "You are our neighbors, our co-workers, our friends and a part of the hospital's 200-year tradition of improving the health of our entire community."

For the third year, New Balance was the presenting sponsor of the Run-Walk to Home Base. Other sponsors included BAE Electronic Systems, Our Family for Families First Foundation, Boston Duck Tours, Savings Bank Life Insurance Company of Massachusetts and Randstad. For more information, visit *www.homebaseprogram.org*.

Helping MGHers achieve their career goals

THE CAREER POSSIBILITIES in health care are endless, and the field only continues to grow. According to the U.S. Bureau of Labor Statistics, nearly 30,000 jobs in health care were added each month over the past year. This month at the MGH, the Human Resources Office of Training and Workforce Development hosted two information-packed events to help employees learn about educational and career opportunities available to them.

Representatives from more than 20 local colleges and universities – including the MGH Institute of Health Professions, the Massachusetts College of Pharmacy and Health Sciences, and UMass Boston – visited the hospital May 17 for the eighth annual College Fair in the Bulfinch Tent. Employees circulated among the information tables evaluating and comparing different undergraduate, graduate and certificate programs.

Marc Aubry, RN, BSN, of the Blood Transfusion Service, said he attended the fair because he is ready for the next step in his career. "I've been a nurse for 10 years now, and I'm itching to go back to school for my master's degree. I want to keep learning, and Mass General's culture encourages people to do just that."

The annual Career Information Day May 23 in the Haber Auditorium was another opportunity for employees to explore career paths. The event featured 20-minute presentations by MGHers in fields such as medical imaging, medical and surgical technologies, medical coding, and respiratory therapy.

For more information about resources available through the Office of Training and Workforce Development, visit *http://is.partners.org/hr/New_Web/mgh/mgh_training.htm.*

TAKING THE NEXT STEP: Aubry, at right, talks with a representative at the College Fair.

Psychiatry launches Center for Diversity

MEMBERS OF THE DEPARTMENT OF PSYCHIATRY celebrated its newly established Center for Diversity during a May 21 ceremony in the O'Keeffe Auditorium.

"Over the past two decades, MGH presidents have called on department chairs and hospital leaders to make diversity an institutional priority," said Jerrold F. Rosenbaum, MD, chief of Psychiatry. "The MGH Department of Psychiatry first responded 15 years ago by creating a formal Diversity Committee. Now we are transforming it into the Center for Diversity."

The center's new director is psychiatrist Ranna I. Parekh, MD, MPH, who chaired the committee for the last five years. "The center will continue to expand on four areas – intercultural education, research with an emphasis on disparities, mental health research, work force diversity and building partnerships throughout the hospital and community," said Parekh.

The inaugural celebration featured remarks from Lubna Olayan, CEO of the Olayan Financing Company, a global investment firm with operations in the Kingdom of Saudi Arabia and in the Middle East. In her speech, Olayan explained the need to go beyond diversity and embrace equality. "Diversity simply for the sake of diversity benefits no one," she said. "I would argue that we need to move away from a focus on differences, even if the goal is to celebrate them, and instead focus on equality – gender equality, racial equality, religious equality and equality of opportunity – and also work to ensure that all people, regardless of gender, race or religion, have the opportunity to achieve financial independence and to retain their dignity as a human being." ■

CELEBRATING DIVERSITY: From left, Albert Yeung, MD, associate director of the Center for Diversity; Parekh; David F. Torchiana, MD, MGPO chairman and CEO; Olayan; Rosenbaum; Estee Sharon, PsyD, associate director of the Center for Diversity; and Cathy E. Minehan, chair of the MGH Board of Trustees

— *Mind*

(Continued from page 1)

the first time in almost 15 years."

BrainGate is an investigational medical device based on a pill-sized, electrode-covered sensor which is implanted in the brain to record neural activity triggered by the intention to move a paralyzed limb. An external computer decodes the neural activity and translates it into commands that direct the movement of assistive devices, such as the robotic arm.

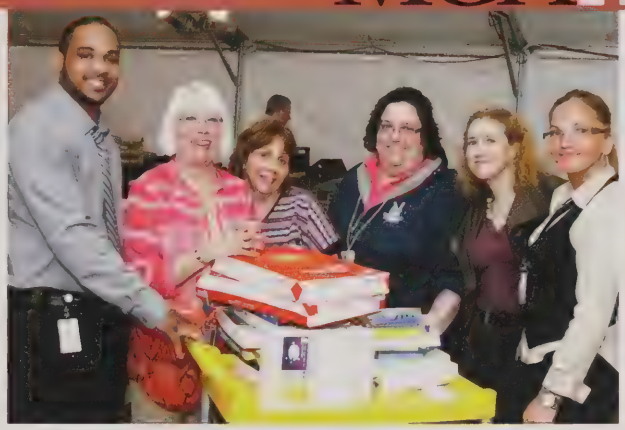
Hutchinson and another BrainGate study participant, a 66-year-old man, both paralyzed by brainstem strokes, took part in the April and October 2011 demonstrations in which they used BrainGate to directly control two different robotic arms and perform reaching and grasping tasks. Their feats build upon a 2006 breakthrough in which participants demonstrated that BrainGate could be used by individuals with paralysis to operate a cursor on a computer screen.

TINY TECHNOLOGY: BrainGate involves an electrode-covered device that is implanted in the brain.

"This research depends on close collaborations, and we've benefitted not only from a great team of physicians, nurses, engineers and scientists, but also from the incredible support provided by MGH's research administration," says Hochberg. "We look forward to developing a neurally controlled communication interface for people with locked-in syndrome and for people with spinal cord injury and other injuries and disorders, and we continue to work toward the dream of reconnecting the brain to the limb." ■

One MGHer's trash is another's treasure

FROM CLIPBOARDS TO PRINTER TONER, MGHers saved an estimated $16,500 worth of office supplies during the annual Office Supply Swap and Recycle Event May 16 in the Bulfinch Tent. The event, now in its third year, provides departments with an opportunity to trade new and unused items, helping reduce waste and save costs across the hospital.



TEAM EFFORT: Teixeira, at left, drops off supplies to members of the Office Supply Swap and Recycle Event team.

Alex Teixeira, a project coordinator for Patient Care Services Clinical Support Services, dropped off a cart full of supplies, including reams of paper and labels. "We went into our storage room and came up with a bunch of stuff that hadn't been used and might as well go to someone else who could use it," said Teixeira. "It's a great way to save money for the hospital."

Seeking out desktop organizers, Amy Mikkola and Andyna Vernet visited on behalf of the Center for Comparative Medicine Clinical Pathology Laboratory and left with their hands full of needed supplies. "We're definitely coming back next year," said Mikkola.

While the Office Supply Swap and Recycle Event accepts mostly small items, a new website known as the "MGH Online Swap Shop" was recently launched to allow office and department managers to recycle large items like furniture. To request access, email Alys Myers at *amyers6@partners.org.* ■

2012 Research Scholars announced

THE SECOND GROUP of MGH Research Scholars – recipients of unrestricted five-year grants to support innovative investigations – was announced at the hospital's Research Advisory Council (RAC) annual meeting on May 11. The eight recipients were selected from among 96 applications by a committee led by Nobel Laureate Jack Szostak, PhD, of the Department of Molecular Biology, and Bruce Walker, MD, director of the Ragon Institute of MGH, MIT and Harvard.

The 2012 MGH Research Scholars are:

- **Galit Alter, PhD,** Division of Infectious Diseases and the Ragon Institute;
- **Brian Bacskai, PhD,** Department of Neurology;
- **Nicholas Dyson, PhD,** MGH Cancer Center;
- **Nir Hacohen, PhD,** Center for Immunology and Inflammatory Diseases;
- **Eng Lo, PhD,** MGH Neuroscience Center;
- **Raul Mostoslavsky, PhD,** MGH Cancer Center;
- **Anders Näär, PhD,** MGH Cancer Center; and
- **Gary Tearney, MD, PhD,** Wellman Center for Photomedicine and the Department of Pathology.

FORWARD THINKERS: From left, MGH supporter Steve Gorlin; John T. Potts Jr., MD, director of Research and physician-in-chief emeritus; Hacohen; Alter; J. Keith Joung, MD, PhD, a 2011 Research Scholar; and Szostak

The Research Scholars Program grant was launched last year by the Executive Committee on Research and the RAC through a $10 million challenge grant from an anonymous donor. The program is designed to give forward-thinking MGH investigators the flexibility to pursue research into unexpected areas. Funds raised by the MGH Development Office allowed an expansion from last year's group of five recipients.

"Today, when biomedical research is on the threshold of unparalleled advances, the need for philanthropic support is greater than ever," said Samuel O. Thier, MD, former president of the MGH and Partners HealthCare, at the RAC meeting. "There has never been a better time to invest in biomedical research."

For more information about the MGH Research Scholars Program, visit *www.massgeneral.org/researchadvisory/researchscholars.*

Global Health awards first research grant

COMMUNITY HEALTH WORKERS are essential for providing much needed care in resource-limited communities worldwide; however, inadequate training, support and supervision often hampers their ability to save lives. The MGH Center for Global Health recently awarded its first translational research grant – in the amount of $100,000 – to the team behind CommCare, a phone-based software with multimedia features for patient data collection, individual patient management,

PHOTO COURTESY OF D

treatment decision support and patient education. This innovative technology will help empower community health workers to improve maternal, newborn and child health.

"The MGH Center for Global Health seeks to combat some of the world's most critical health crises through strategic partnerships, education, support and innovation," says David Bangsberg, MD, MPH, center director. "Translational research grants offer us the opportunity and flexibility to support individuals and groups who have the potential to impact health delivery for some of the world's most vulnerable populations."

CommCare is led by Scott Lee, MPA, MPhil, an MD-PhD candidate at Harvard Medical School and Harvard Business School, and Neal Lesh, PhD, MPH, the chief strategy officer at Dimagi, Inc., a software consulting group located in Boston. The project will be evaluated in India with Catholic Relief Services and in Kenya with the Ugunja Community Resource Center. For more information about the grant, visit *www.massgeneral.org/globalhealth.*

WHAT'S HAPPENING

MGH Hotline schedule change

MGH Hotline will not publish June 1 due to the Memorial Day holiday. The regular publication schedule will resume June 8.

ACLS courses offered

The Advanced Cardiac Life Support (ACLS) provider course is designed to offer caregivers the knowledge and skills needed to evaluate and manage the first 10 minutes of an adult ventricular fibrillation/ventricular tachycardia arrest. The MGH Department of Emergency Medicine is offering two-day ACLS provider courses June 14 from 10:30 am to 5 pm in the Potts Conference Room and June 15 from 8 am to 12:30 pm in the Thier Conference Room. A recertification course will be held June 11 from 2 to 7 pm in the Founders Building, Room 130. For payment and other details, visit *www.massgeneral.org/emergencymedicine/education/acls.aspx*.

Wellness Program for Women

"Taking Care of Ourselves: A Wellness Program for Women" will begin May 29 and run for four consecutive Tuesdays from noon to 1 pm in the Yawkey Center, Room 10-640. The program will be led by Leslee Kagan, MS, FNP, director of Women's Health at the Benson-Henry Institute for Mind Body Medicine. For more information, call 617-643-6067 or email *msgilbert@partners.org*.

Heart Center education class

The MGH Heart Center will host "Heart Rhythm, Devices and Remote Monitoring Equipment: What it all Means" June 6 from 10:30 to 11:30 am in the Yawkey Center, Room 4-820. For more information, call 617-726-7693.

Clinical Research Programs

The MGH Clinical Research Program is offering the following seminars: "ClinicalTrials.gov: Does Your Study Need Results Reporting?" June 6 from 2:30 to 3:30 pm in the Simches Center, Room 3.120; "Sponsoring and Managing Multi-Center Clinical Trials: An Introduction for Principal Investigators and Study Staff" June 11 from 9 am to noon and 1 to 3 pm in the Simches Center, Room 3.110; and "Proteomics Nanocourse" June 12 from 12:30 to 4:30 pm in the Simches Center, Room 3.110. Register at *http://hub.partners.org/catalog*.

iPad drawing

MGHers who enroll in Patient Gateway through June 7 could win one of two Apple iPad 2s or gift cards to The General Store or Coffee Central. Patient Gateway provides patients with a secure and convenient way to access their health information or reach their doctor's office online. To learn more about Patient Gateway, visit *www.massgeneral.org/PGE*. For more information on the drawing, email *mghpgemployeedrawing@partners.org*.

Summer Safety Health Fair

The 15th annual Summer Safety Health Fair will be held June 16 from noon to 3 pm at the MGH Chelsea HealthCare Center, 151 Everett Ave. The fun and educational event is geared toward children ages 4 to 16 and features contests, safety tips, live entertainment, bicycle raffles and giveaways.

Run of Hope

The annual Four Seasons Run of Hope – which features a 50-yard fun run, 2K walk and 5K run – will take place June 9 along the Charles River Esplanade. The Four Seasons Hotel Boston and David Ortiz Children's Fund have co-sponsored the race for three years and raised $1 million for pediatric cancer care and research at MassGeneral Hospital for Children and the MGH Cancer Center. The event also includes a pancake breakfast prepared by Four Seasons chefs, family activities, prize giveaways and special guest appearances, including Boston Red Sox slugger David Ortiz. WCVB-TV's "Chronicle" host Shayna Seymour will serve as emcee and present medals to the race winners and vacation prizes to the top fundraisers. For more information, visit *https://give.massgeneral.org/runofhope*.

IN GENERAL

David A. Rosman, MD, MBA, medical director of Mass General Imaging Worcester, was elected vice speaker of the House of Delegates for the Massachusetts Medical Society during its annual meeting May 17 in Boston. The House of Delegates is the legislative and policy-making body of the organization, a professional association that represents nearly 24,000 physicians, residents, and medical students throughout the state.

PHOTO COURTESY OF JOSEPH WATTS, SEALIFT COMMAND DR. CHIEF ENGINEER USNS COMFORT

NINETEEN MGHERS who served aboard the *USNS Comfort* with Project HOPE (Health Opportunities for People Everywhere) after 2005's Hurricane Katrina on the Gulf Coast, the 2010 earthquake in Haiti and the 2011 tsunami in Japan boarded the Navy hospital ship May 19 for a reunion. The *Comfort* was docked in Boston for repairs before sailing to its home berth in Baltimore.

Code Silver training video

ALL MGH STAFF are encouraged to view a new Code Silver training video that outlines potential scenarios and recommendations in the event of an active shooter on campus. Studies have shown that people trained in these procedures can help minimize injury, death and psychological trauma. The 16-minute video was created by members of Police, Security and Outside Services and is available through HealthStream. To access it, click on Start > Partners Applications > Utilities > HealthStream > Login > Catalog > MGH Police and Security > MGH Code Silver training. For more information, call 617-724-7694 or email *tdmahoney@partners.org*.

Submit news tips and story ideas to *MGH Hotline*

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06.08.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH opens Sports Performance Center

STANDING BENEATH a halo of 20 infrared cameras with dozens of spherical reflective markers attached to his body, a pitcher winds up, breathes and throws a fastball toward a target. What happens next seems like a scene from the set of the latest James Cameron movie: the pitcher's 3-D image is combined with video from four high-speed cameras to form a digitized full-motion version suspended in a 3-D grid viewable from any angle. But it's not *Avatar* – it is the Mass General Orthopædics Sports Performance Center, which opened June 4 next to Gillette Stadium at the Brigham and Women's/Mass General Health Care Center at Patriot Place in Foxborough.

This state-of-the-art facility combines the most advanced 3-D biomechanical imaging technology with the clinical expertise of MGH staff – including orthopædic surgeons, physical therapists, biomechanists, biomechanical engineers, performance trainers, nutritionists, athletic trainers and coaches – to help athletes prevent and recover from injury and improve their performance. Although the 3-D motion images are visually stunning, the real superstar is the data they provide. Sets of markers worn by the subject create accurate measurements of speed and forces across joints in the body. This information allows clinicians to assess how each part of the body moves. Experts compare it to looking at an entire 3-D puzzle at once instead of the separate segments provided by static 2-D images produced by an X-ray or MRI.

ADVANCED IMAGING: Berkson reviews biomechanical running analysis with a runner using the center's high-definition video wall.

PHOTO COURTESY OF BILL TAYLOR

"The Mass General Orthopædics Sports Performance Center represents the most comprehensive combination of technology and clinical knowledge available," says Center Director Eric Berkson, MD, an MGH orthopædic surgeon and Red Sox team physician. "The technology we have here allows us to view the whole-body motion in three dimensions, and from that data we are able to develop specialized training programs for injury recovery or for maximizing athletic performance."

Although it can assess and prevent injury for any athlete at any level, the center has created specific programs to enhance performance for baseball players, golfers and runners. Be they amateurs or professionals, daily competitors or weekend warriors – athletes can benefit from individually designed performance programs that can guide return to play after injury or improve strength and flexibility. "We hope to continue using this technology to learn more about how the human body moves and experiences physical stress as we investigate ways to improve patient care and outcomes," says Berkson.

For more information or to book an appointment, call 888-959-9288 or visit *www.massgeneralsportsperformance.org.* ■

DISTINGUISHED GUESTS: From left, Slavin, Dec, DeSanctis, Januzzi and Ausiello

Scholar program established

AT AGE 81, Roman W. DeSanctis, MD, is one of the hospital's most veteran and most beloved physicians. To honor the legendary MGH cardiologist, the Roman W. DeSanctis, MD, Endowed Distinguished Scholar in Medicine has been established through the generosity of donor Joan Fu and several others. DeSanctis and the program's first incumbent, James L. Januzzi, MD, medical director of the MGH Heart Center Cardiac Intensive Care Unit, were celebrated May 30 at an event in the Trustees Room.

"Roman came to Mass General as an intern in 1955. He must have liked the place, because he never left," said MGH President Peter L. Slavin, MD. "Over the years he has become recognized as a preeminent cardiologist not only at MGH, but also nationally and internationally."

Slavin praised DeSanctis's dedication to teaching and his extraordinary influence on generations of residents and fellows, including himself. Slavin also

(Continued on page 2)

— DeSanctis

(Continued from page 1)

described how patients adore DeSanctis and said many have expressed their gratitude through philanthropy.

DeSanctis, currently director emeritus of Clinical Cardiology at the MGH, also is the namesake of a professorship at Harvard Medical School (HMS) and was the first incumbent of the Evelyn and James Jenks-Paul Dudley White Professorship of Medicine at HMS created in 2006. In 2007 he became the first recipient of the prestigious MGH Trustees' Medal, which recognizes individuals who have made a monumental and lasting impact on the MGH and its physician community.

Like DeSanctis, Januzzi is recognized by patients, colleagues and students as a leader in his field, Slavin said. He is well-known for his expertise in cardiac biomarkers, substances that circulate in the blood and are useful in the management of many heart disorders. His research into cardiac biomarkers in heart failure has been used to establish international practice guidelines. Januzzi also is a dedicated teacher of medical residents and fellows at the MGH and has mentored many trainees. He co-chairs the Partners HealthCare care redesign team for acute myocardial infarction and has been the team cardiologist for the Boston Red Sox since 2005. Januzzi has published more than 250 articles and edited three textbooks.

"In the 57 years that I've been at the MGH, I've not encountered anyone quite like him as a teacher-physician-investigator," said DeSanctis, playfully asking Januzzi's parents whether he has an identical twin who helps carry out his work.

Additional speakers at the event included Dennis Ausiello, MD, chief of the Department of Medicine, and G. William Dec, MD, chief of the Division of Cardiology. ■

ORCD showcases research fellows

THE SCIENTIFIC ACHIEVEMENTS of MGH research fellows were highlighted at the MGH Office for Research Career Development's (ORCD) Research Fellow Poster Celebration May 24. The event, now in its sixth year, featured poster sessions highlighting some 60 abstracts; lectures by Rakesh Jain, PhD, director of the MGH Edwin L. Steele Laboratory of Tumor Biology, and Orfeu Buxton, PhD, of the BWH Sleep Medicine Division; and an awards ceremony.

CELEBRATING RESEARCH: From left, Slavin; Zhang; Sears; Hasan; Ramsey; Ann Skoczenski, PhD, Center for Faculty Development program manager; Brown; Ann Klibanski, MD, director of the Center for Faculty Development and chief of the Neuroendocrine Unit; and Harry Orf, PhD, senior vice president for Research

Eleven research fellows were recognized and congratulated by Peter L. Slavin, MD, MGH president; Herbert Lin, MD, PhD, co-chair of the Research Fellow Poster Celebration 2012 Review Committee; and Dennis Brown, PhD, director of the ORCD. The posters of the first-tier winners, R. Bryan Sears, PhD, Yiying Zhang, MD, MS, and Matthew R. Ramsey, PhD, were recognized as Tayyaba Hasan ORCD Posters of Prestige in honor of Tayyaba Hasan, PhD, of MGH Dermatology, the first director of the ORCD. Second-tier winners are Zhipeng Xu, MD, PhD, and Hansang Cho, PhD. Third-tier winners are Jianping Yuan, PhD, Chan Chen, MD, Jian Teng, PhD, and Charles Lai, PhD. Fourth-tier winners are Sunanda Baliga, PhD, and Daniela Krause, MD.

"Thank you to the review committee and congratulations to all the winners, as well as all of the people who had posters today," said Brown. "We hope this event will lead to new discussions and new collaborations in this great research enterprise at the MGH." ■

MGH hosts pioneer in HIV-positive organ transplant

IN MANY COUNTRIES, including the United States, it is illegal to procure an organ for transplant from an HIV-infected person. But these laws may soon be reevaluated since it is now possible to better manage HIV and because the demand for organs far exceeds supply. On May 31, a special Medical Grand Rounds featured Elmi Muller, MD, a transplant surgeon from Cape Town, South Africa, who, together with her transplant team, was the first in the world to transplant a kidney from an HIV-positive donor to an HIV-positive recipient. Jay Fishman, MD, associate director of the MGH Transplant Center, introduced her at the event.

HIV is associated with a high rate of kidney disease, and some of the medications used to treat HIV may also cause further damage, Muller explained. As a result, many HIV-positive patients suffer from kidney failure. Previously, few treatment options were available because patients with the virus rarely qualified for dialysis or transplantation in South Africa. Because almost one in four people in South Africa is HIV-positive, uninfected organs are scarce.

Building on the work of a National Institutes of Health study led by Peter Stock, MD, PhD, from the University of California, San Francisco, which showed HIV-positive patients did well after receiving transplants from HIV-negative donors, Muller initiated a protocol for HIV-infected patients to receive organs from HIV-positive donors – with great success. To date, she has performed 14 of these procedures, overcoming both criticism from the government and the complex medical issues of monitoring HIV infection, immunosuppression and graft rejection.

"The message here today is that HIV-positive patients do just as well as HIV-negative patients after transplantation," said Muller.

Muller – who was named South Africa's Woman of the Year in 2011 – was in Boston to present her work at the American Transplant Congress held June 2 through June 6 at the Hynes Convention Center. A number of MGH Transplant Center staff presented at the congress and banners created by the center were posted on street lamps outside to encourage organ donation and welcome attendees. ■

Department of Medicine hosts inaugural distinguished alumni lecture

WHEN P. ROY VAGELOS, MD, started his MGH medical residency as part of the class of 1954, he planned for a lifelong career focused on practicing medicine. However, while the residency dramatically strengthened his commitment to improving health care, it also led him down an unexpected professional path.

Vagelos, MD, now retired chairman and CEO of the pharmaceutical company Merck and Co. Inc., was the featured speaker at the Inaugural Distinguished Department of Medicine Alumni Lecture May 22 in the Ether Dome. During his "Optimizing Drug Discovery" presentation, Vagelos discussed his career as a biochemist and as lead scientist behind the creation of the cholesterol-lowering statin drugs Lovostatin and Zocor.

RESIDENT RETURNS: Thier and Ausiello present Vagelos, at center, with a pewter replica of the Bulfinch Building.

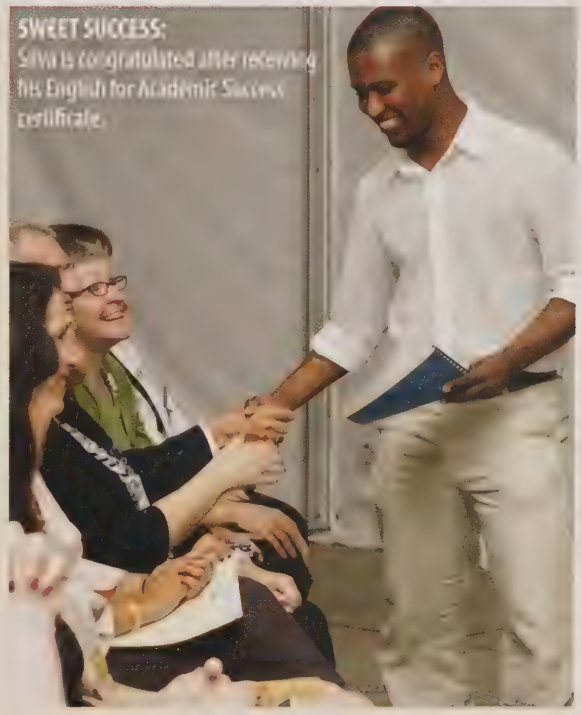
"We are blessed with incredibly talented people – many who stay here at the MGH, but many who go on to do other wonderful things," said Dennis Ausiello, MD, chief of the MGH Department of Medicine, who co-hosted the lecture with Samuel O. Thier, MD, former president of the MGH and former president and CEO of Partners HealthCare. "Roy was instrumental in developing those first statins – which are perhaps the single most important drugs created in the last 50 years. We couldn't be more proud to have him here today to speak at this inaugural lecture, an event we hope will now become a tradition."

Vagelos reviewed some of his key contributions during his time at Merck, including his advocacy efforts in the treatment of parasitic river blindness in sub-Saharan Africa. For the past 25 years, the company has helped provide the annual drug protocol free of charge, with more than 100 million people receiving treatment last year alone. Thanks to these efforts the disease has been eradicated in some areas.

Vagelos also played a key role in reducing the number of hepatitis B cases in China after Merck worked with the Chinese government to train their scientists and manufacturers to produce the vaccine. Today, Vagelos said, 99 percent of infants in China are immunized within 48 hours of their birth, ensuring they will not become carriers of the virus.

"What helped make it possible was my knowledge of human biology from the medical education that I gained right here at the MGH," Vagelos said. "I'm really delighted to be back here with you." ■

MGH celebrates ESOL graduates



SWEET SUCCESS: Silva is congratulated after receiving his English for Academic Success certificate.

LIANA TEIXEIRA stood before the crowd gathered beneath the Bulfinch Tent, took a deep breath, and broke into a wide smile while reading her essay about what it is like to work at the MGH. "I really like to work at MGH, because it is a great organization. For example, it provides excellent job opportunities, as well as training programs, which help new employees work as a team. I am taking an English class, which is very helpful. My writing has improved, and I feel more confident when I speak to my coworkers and patients," she said.

Teixeira spoke during the 17th annual MGH English for Speakers of Other Languages (ESOL) Celebration of Achievement event on June 1, which honored 82 graduates this year. Teixeira, who started at the MGH in 2007 as a unit service associate (USA) and now works as a resource USA team leader training new employees, just completed the high intermediate class. She shared that English is actually her fourth language, in addition to Portuguese, Creole and Spanish. "Thank you all for making this a great hospital," she said, emphasizing her appreciation for her supervisor and manager, who supported her participation in the program. "I'm proud to work here at MGH."

Applause and cheers filled the air as the graduates honored one another and thanked the many people who contribute to the success of the program, a collaboration between the MGH Office of Training and Workforce Development and JVS, a nonprofit vocational service. Fellow students Ana Bonilla, of Food and Nutrition Services; Evandro Silva, of the Center for Comparative Medicine; and Benjamin Graciani, of Central Supply, read personal essays. Keynote speaker Felicita Aponte, patient liaison in the Department of Speech, Language, Swallowing and Reading Disabilities, shared her story of being the first college graduate in her family after moving to the United States from Puerto Rico.

"This is one of my favorite events of the whole year at the MGH," said Jeff Davis, senior vice president for Human Resources. "When you walk in here, you can feel the whole tent bursting with pride."

For more information on future ESOL sessions – as well as basic computer, pre-college math and pre-college English classes – contact Beth Butterfoss, manager of Workplace Education, at 617-726-2388 or *bbutterfoss@partners.org.*

WHAT'S HAPPENING

Blood Donor Center promotions

From now through July 21, all blood donors at the MGH Blood Donor Center or MGH Bloodmobile will receive a T-shirt and be entered to win Red Sox tickets. When the center reaches 1,000 Facebook followers, one blood donor will win an overnight stay at the Dan'l Webster Inn in Sandwich. For more information, visit the center's Facebook page at *www.facebook.com/MGHBloodDonor* or call 617-726-8177.

New Police, Security and Outside Services website

MGH Police, Security and Outside Services has launched a new website at *www.massgeneral.org/police*. The site includes facility contacts, safety tips, commuter and parking information, as well as an overview of the Photography Department. The department also has transitioned to a completely paperless system for photo ID and detail requests, which can be found on the new site.

Clinical Research seminars

The MGH Clinical Research Program is offering the following seminars: "Clinical Trial Billing: Clinical Trials with Investigational Devices or Approved Devices with PMA/510K Numbers" June 20 from 12:30 to 1:30 pm in the Simches Center, Room 3.110; and "The Chimeric Brain: Crossing the Boundaries between Species! Scientific Regulatory and Ethical Implications" June 25 from 4 to 5 pm in the Simches Center, Room 3.120. Register at *http://hub.partners.org/catalog*.

MGH Global Health Expo

The MGH Center for Global Health will host a Global Health Expo June 21 from 3 to 6 pm in the Bulfinch Tent. More than 20 departments, divisions and organizations will be available to discuss their work as well as talk about international and domestic opportunities for all levels of staff. For more information, visit *www.massgeneralcenterforglobalhealth.org*.

Endecott Pear Tree event

The Essex National Heritage Commission, in collaboration with Mass General/North Shore Center for Outpatient Care and the Danvers Historical Society, will present a lecture and visit to the Endecott Pear Tree, deemed by the U.S. Department of Agriculture to be the oldest living fruit tree in North America. The event will take place June 19 from 6 to 8 pm at the Mass General/North Shore Center for Outpatient Care, located at 102 Endicott Street in Danvers. Registration is required and tickets are available by calling 978-740-0444 or visiting *www.essexheritage.org*.

IN GENERAL

Homayoun Kazemi, MD, chief emeritus of the Pulmonary and Critical Care Unit at the MGH, was honored with the 2012 American Thoracic Society Recognition Award for Scientific Accomplishments for his research on pulmonary pathophysiology, in particular his studies of central respiratory control. The award, given during the society's May 21 international conference, recognizes outstanding scientific contributions in basic or clinical research to the understanding, prevention and treatment of lung disease.

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A new way to give

MY GIVING HELPS
THE MGH FUND + UNITED WAY

COLLABORATION IS KEY when it comes to providing the best possible care for the thousands of patients who walk through the doors of the MGH every year. In the spirit of working together to improve the lives of patients, their families and the community, MGH President Peter L. Slavin, MD, and Michael K. Durkin, president and chief executive officer of United Way of Massachusetts Bay and Merrimack Valley, announced a new collaboration this week – My Giving Helps: The MGH Fund + United Way Employee Campaign.

The combined campaign will take place from Sept. 4 through Sept. 28. During this time, MGHers will have the chance to support important efforts across the hospital through donations to the MGH Fund and to contribute to community-based organizations that support the region's children, youth and families through United Way.

"Improving the health and well-being of the diverse communities we serve is an important part of Mass General's mission," says Slavin. "My Giving Helps celebrates our commitment to that mission by asking our employees to consider how their giving can provide 360 degrees of support to our patients and their families."

Employees may designate their gift to the MGH Fund or United Way or to both. Donations can be made through the campaign website as a one-time gift at any time or via payroll deduction during the month of September.

"United Way consistently receives an outpouring of generosity from the caring staff at MGH," says Durkin. "With this new campaign, we look forward to strengthening United Way's relationship with an institution that shares our commitment to building healthy communities."

COMMITMENT TO COMMUNITY: Slavin, at left, with Durkin

Throughout the summer, the My Giving Helps campaign will host fun events for MGH employees, beginning with the chance to dunk hospital leadership during the My Giving Helps Dunk Tank at the June 28 Employee Summer Picnic. For more information about the campaign or to become a campaign champion, visit *www.mygivinghelps.org*.

06.15.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Community event focuses on women's heart health

ALTHOUGH SUNBATHERS were scarce on Revere Beach June 6 due to the unseasonably cool temperature and overcast skies, more than 90 staff and community members gathered across the street at the MGH Revere HealthCare Center to celebrate Community Health Day. This year's event – an annual opportunity for community health care professionals to network and attend presentations by MGH faculty – featured speaker Malissa Wood, MD, co-director of the Corrigan Women's Heart Health Program.

Roger Pasinski, MD, director of the Revere HealthCare Center, welcomed guests and introduced Wood, who in 2007 launched the Heart Awareness and Primary Prevention in Your Neighborhood (HAPPY) Heart program at the health centers in Revere and Chelsea. The group-oriented program aims to reduce cardiovascular disease in women ages 40 to 60 through screenings and aggressive prevention efforts such as exercise, smoking cessation and relaxation techniques. According to the results of a corresponding study, Wood said, HAPPY Heart program participants have experienced decreases in blood pressure, waist circumference and hemoglobin A1c – a marker of long-term glucose levels – as well as reduced stress, depression and anxiety levels. Wood emphasized that by improving their own heart health, women can encourage family members and friends to do the same.

The event culminated with the presentation of the annual Community Health Award to Ann Marie Costa, deputy superintendent of Revere Public Schools, honoring her commitment to the Revere community and its youth throughout her 31 years in the school system.

COMMUNITY CELEBRATION: From left, Paul Dakin, superintendent of Revere Public Schools; Debra Jacobson, administrative director of MGH Revere; Bernice MacIntyre, MGH Revere Marketing/Operations; Pasinski; Wood; and Revere Mayor Dan Rizzo

ADVANCING CANCER CARE: From left, José Baselga, MD, PhD, chief of Hematology/Oncology; Damon; and Daniel Haber, MD, PhD, director of the MGH Cancer Center

PHOTO BY MATT WEST

the one hundred gala raises $1 million

THE FLASH OF cameras and a red carpet entrance greeted guests at the Westin Boston Waterfront June 7 as the MGH Cancer Center celebrated its fifth annual **the one hundred** gala. For the second year in a row, Academy Award-winner, actor and producer Matt Damon was on hand to show his support and help raise funds.

Damon's father is a multiple myeloma survivor who has been successfully treated at the MGH Cancer Center. At the event, Damon expressed his gratitude to the entire MGH team. "Growing up in the area, I've known that this hospital has always been a prestigious and remarkable place, but now that I've had such a personal connection through my dad's illness and treatments, I appreciate just how amazing it really is."

Each year, **the one hundred** honors 100 individuals or groups who have helped advance the fight against cancer. This year's honorees included Mary Dempsey, who helped create The Patrick Dempsey Center for Cancer Hope & Healing at the Central Maine Medical Center through a donation from her brother, actor Patrick Dempsey, and the Grafton High School National Honor Society, which was honored for its many efforts to raise money and awareness for stomach cancer. Lung cancer patient Linnea Duff was another honoree celebrated for her activism. In a heartwarming turn, Duff nominated her own physician, Alice Shaw, MD, PhD, an MGH thoracic oncologist whose research in genetic testing is making a difference for lung cancer patients worldwide.

The night ended on a high note with an a cappella performance by the singing group The Dartmouth Aires. The gala raised more than $1 million, which will be used to further cancer research and patient care initiatives. To view the stories and photos of all 100 honorees, visit *www.theonehundred.org.* ■

A new chapter for the Warren Library

MGH CO-FOUNDER John Collins Warren, MD, said treating a patient's ailment went beyond the physical. For a patient to properly heal, the mind also must be treated. This idea led the MGH in 1841 to form the Warren Library, the first general hospital library in the country. Since then the library has provided books, audiobooks, music, magazines and videos to thousands of patients, aiding in their healing process.

In September, the Warren Library will transition from a physical space in the Bulfinch Basement to a mobile source of paperback books, magazines and other materials operated by Volunteer Services. The decision was based on the changing needs of the hospital and the needs of today's patients, says Jeff Davis, senior vice president of Human Resources.

"The patients of today come with their own sources of entertainment," Davis says. "They have computers, eBook readers and smartphones with them when they arrive."

Circulation numbers at the Warren Library have decreased dramatically. In the 1970s, the library circulated 50,000 books per year. Today, that number is less than 500 per year. In addition, concerns about infection control make it no longer safe for books to be circulated among patients over and over again.

"We will continue to offer patients reading materials at the bedside, but the materials will be ones that they can take with them when they go home," Davis says.

The transition will be complete by the end of September, and a celebration commemorating the library's past and future will be held at that time. Changes to the space will be made throughout the summer.

HEALING WORDS: The Warren Library, shown in this archival photo, has transported materials directly to patients for many years.

Wound Care Product Fair

JILL PEDRO, RN, MSN, clinical nurse specialist in MGH Orthopædic Surgery, at left, and Diane Bryant, RN, of Brigham and Women's Hospital, help evaluate wound care products during a product fair in May at the Schrafft Center in Charlestown. Some 40 clinical nurse specialists and advanced wound care specialists attended the daylong event, which brought together the products used in treating complex wounds at Partners HealthCare facilities with the employees who use them every day. Part of Partners' ongoing Patient Affordability Strategic Initiative, the goal of the fair was to evaluate the quality of products while identifying opportunities to improve pricing by paring down the number of similar products and increasing standardization. ■

Bangladesh Minister of Health visits the MGH

ACCORDING TO the World Health Organization, the small South Asian nation of Bangladesh has made considerable progress in improving the health of its people, but challenges still remain. On June 8, the Bangladesh Minister of Health and Family Welfare, A. F. M. Ruhal Haque, MBBS, met with MGH staff members to discuss longstanding collaborations between Bangladesh health care services and various MGH departments – including the Center for Global Health; the Division of Infectious Diseases; Patient Care Services; and Vincent Obstetrics & Gynecology – as well as a new collaboration aimed at launching the country's first bone marrow transplant program.

GLOBAL GUESTS: Front row, Haque, at left, and Jeanette Ives Erickson, RN, DNP, FAAN, chief nurse and senior vice president of Patient Care. Back row, from left, Nazmul Huda, PhD, special advisor to the minister; David Bangsberg, MD, MPH, director of the Center for Global Health; and Bimalangshu R. Dey, MD, a physician in the MGH Cancer Center's Bone Marrow Transplant Program

LIFELONG LEARNING:
MGH Leadership Academy instructors at the event

MGH thanks Leadership Academy instructors

MGH LEADERSHIP ACADEMY instructors gathered in the Trustees Room June 5 for a special celebration honoring their commitment to the program, which has provided continuing education opportunities for managers since it was created seven years ago.

"We are so glad to have this opportunity to bring together this group that has helped make the Leadership Academy the success that it is," said Carlyene Prince-Erickson, director of Employee Education and Leadership Development. "Thank you for helping the program grow and for taking the time to teach others."

Since the Leadership Academy was launched in 2005, it has expanded from an initial nine courses to the 32 offered today. Prince-Erickson said more than 1,100 – 70 percent – of MGH managers have taken at least one course during that time, and 32 staff members have served as internal instructors and subject matter experts. "The courses focus on information and skills to help staff become more effective and successful managers," Prince-Erickson said.

For the past four years, Diana Aversa, a recruiter in Human Resources, has taught courses on how to conduct interviews. "I really like it," Aversa said. "As a recruiter, it's especially nice to meet the participants, and it gives me the opportunity to walk them through the proper procedures so they have the most up-to-date and best information."

For more information on the MGH Leadership Academy, visit *www2.massgeneral.org/leadershipacademy* or call 617-726-2230.

Labor and Delivery Unit gives OR supplies a second life

SINCE LAUNCHING a unique, cost-free recycling program two years ago, the MGH Vincent Obstetrics & Gynecology Labor and Delivery Unit has distributed more than 6,000 supplies to resource-limited health care facilities worldwide, including to countries such as Haiti, Sudan and Uganda.

"It's really amazing," says Angela Ferrari, CNM, MS, nurse midwife, who co-chairs the program with physician Erik Clinton, MD. "This program has turned out to be so easy, and it's great that we get to connect with others both locally and globally."

Prior to every operation, Ferrari says, the Blake 14 operating rooms (OR) are stocked with pre-packaged bags of sterilized materials – including gauze, gloves, placenta buckets and bulb syringes. Even if supplies go untouched during a procedure, they normally are discarded because the packaging has been opened. Now, however, instead of throwing them away, they are collected, sorted and distributed to locations that otherwise would not have access to such supplies.

"This program is sustained by about 15 nurses, midwives and physicians from the unit," Ferrari says. "We've been able to share these materials with the local community, and MGH global travelers from any department can take these supplies abroad. We also work with a medical materials clearinghouse that identifies international needs and ships to a number of countries."

Another benefit of the program is that the OR staff has been able to more closely monitor what supplies are used during certain types of surgeries – allowing them to adjust what and how many supplies are included in the sterilized bags.

"Since we started this in the fall of 2010, the program has grown tremendously, and we've worked out a really good system," Clinton says. "We waste almost nothing, as 90 percent of the supplies can be recycled. It's great that the whole department is supportive, and we hope that we can now help other departments at MGH set up similar programs." ■

SPECIAL DELIVERY:
Ferrari, at left, and Clinton

06.15.12

MGH HOTLINE

WHAT'S HAPPENING

MBTA rate increase

The MBTA will make across-the-board increases for T passes, parking lot fees and The Ride services effective July 1. At the same time, the MGH will increase the subsidy of employee cost to maintain the same percentage of support it has previously provided. To view a chart of pre- and after-tax costs, access *http://intranet.massgeneral.org/intranet/az_directory/commuter_services.asp* or call MGH Commuter Services at 617-724-6588.

MGH Bowling League

The MGH Bowling League recently celebrated the close of its 63rd season with team Henry's Angels taking first place. The team trophy is on display in the Wang Building across from the entrance to Eat Street Café. The league is now seeking members for its next season, which starts Sept. 11. The group bowls Tuesday nights at 5:30 pm at Lanes and Games in Cambridge. For more information, email *mghbowlingleagueroster@partners.org*.

MGH Senior HealthWISE

MGH Senior HealthWISE will host the following free events: a book club discussion of *Sarah's Key* by Tatiana de Rosnay June 21 from 3 to 4 pm at the West End Library; hypertension screenings June 25 from 1:30 to 2:30 pm at the West End Library; and a lecture, "How to be Happy," June 27 from 2:30 to 3:30 pm in the O'Keeffe Auditorium with speaker Peg Baim, MS, NP, of the Benson-Henry Institute for Mind Body Medicine. For more information, call 617-724-6756.

Memorial service for John Drake

A memorial service for John Drake, former chief cardiac technologist, will be held June 20 at 11 am in the MGH Chapel. Drake, who worked at the MGH for 48 years, died April 14 at the age of 65.

Keith Perleberg memorial service

A memorial service for Keith Perleberg, RN, MDiv, former director of the Patient Care Services Office of Quality and Safety, will be held June 26 at 3 pm in the O'Keeffe Auditorium. Perleberg died May 15 at the age of 59.

ACLS courses offered

The Advanced Cardiac Life Support (ACLS) provider course is designed to offer caregivers the knowledge and skills needed to evaluate and manage the first 10 minutes of an adult ventricular fibrillation/ventricular tachycardia arrest. The MGH Department of Emergency Medicine is offering a two-day ACLS provider course July 5 from 8 am to 3 pm and July 6 from 8 am to noon, both in the Founders Building, Robbins Room A. For payment and other details, visit *www.massgeneral.org/emergencymedicine/education/acls.aspx*.

Clinical Research seminars

The MGH Clinical Research Program is offering the seminars: "See the IRB's QI Checklist: Clinical QI or QI Research? When to Get IRB Review" July 9 from noon to 1 pm in the Simches Center, Room 3.110; and "Budgeting, Invoicing and Tracking Expenses for Industry-Sponsored Clinical Research Studies" July 16 from 3 to 4:30 pm in the Simches Center, Room 3.120. Register at *http://hub.partners.org*.

Citizenship classes

Free U.S. citizenship classes are being offered at the MGH on an ongoing basis through a collaborative workforce development program between the Partners Human Resources and Community Health departments, the Jewish Vocational Service, and The Fish Family Foundation. For more information, contact Liz Hogan, citizenship coordinator, at 617-399-3223 or email *ehogan@jvs-boston.org*.

IN GENERAL

The MGH Department of Nursing's commemorative book, *MGH Nursing at Two Hundred*, recently received Aster, Bell Ringer, Hermes and Lamplighter awards for publication, as well as a Hermes Award for overall design. These regional and international awards recognize and honor excellence and achievement in communications.

Several MGHers were honored during the Harvard Medical School Office for Diversity Inclusion and Community Partnership 2011-2012 Excellence in Mentoring Awards Ceremony June 5. **Stephen Calderwood, MD,** chief of Infectious Diseases, received a William Silen Lifetime Achievement in Mentoring Award; **David Bangsberg, MD, MPH,** director of the Center for Global Health, and **Kenneth Bloch, MD,** of the Heart Center and Anesthesia Center for Critical Care Research, received an A. Clifford Barger Excellence in Mentoring Award; and **Khalid Shah, MS, PhD,** director of the Molecular Neurotherapy and Imaging Laboratory in the Department of Radiology and Neurology, received a Young Mentor Award.

During the third annual Partners Sustainable Initiatives 2012 Earth Day Program, two MGH groups received Sustainable Champion Awards. The **MGH Office Supply Swap and Recycle Team** was honored for its creative approach to reducing waste, and the **MGH Raising Environmental Awareness League (REAL)** was honored for its long-term commitment to sustainable principles and practice throughout the hospital and improving the environment for patients and employees while reducing costs.

MGH POLICE AND SECURITY was honored with a Patriot Award from Employer Support of the Guard and Reserve (ESGR), an organization of the U.S .Department of Defense. The award recognizes employers who offer extraordinary support to employees who serve in the National Guard or Reserve. ESGR representatives visited campus June 1 to present the award to Bill McLaughlin, operations and communications manager for Police and Security, at center, and congratulate the department, led by director Bonnie Michelman, at right.

Submit news tips and story ideas to *MGH Hotline*

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Security officer honored with Ricardo Diaz Award

ON JUNE 13, more than 4,500 employees in operations support roles were honored during the annual Operations Support Staff Day in the Bulfinch Tent. The afternoon luncheon featured the presentation of the 2012 Ricardo Diaz Award to Larry "Tree" Washington, a Police and Security officer who has worked at the MGH for 32 years.

"Larry is the ideal candidate for this award because he is respected by not only those he works for but also those he works with," said Bonnie Michelman, director of Police, Security and Outside Services, who nominated Washington for the award.

AN MGH FAMILY: From left, Leonard, Larry, Larry Jr., Bernida and Angie Washington, and Monique Milton

Michelman explained how, like Ricardo Diaz, Washington worked for other departments at the hospital before joining Police and Security in 1988. Since then, he has worked his way up to become a leader in the department who not only has the respect of others but shows respect to everyone with whom he comes in contact.

"Tree knows the inner workings of this hospital and has helped build relationships with other departments like no one else," Michelman said.

Outside of his daily duties in Police and Security, Washington has been commissioner of the MGH Basketball League for the last 25 years, bringing people from all areas of the hospital together for fun and recreation, Michelman noted. He also mentors middle school students through the MGH/Timilty Partnership and coaches and referees for several different youth sports organizations in Boston. His involvement in MGH and community activities earned him a YMCA Achievers Award in 2005.

Washington was joined at the ceremony by his mother Bernida, an operations associate who has worked at the MGH for 48 years, his brother Leonard, who works in Police and Security as an ambassador, his niece Monique Milton, who works at the MGH Backup Child Care Center, as well as his wife Angie and son Larry Jr.

In response to calls of "speech!" from the audience as he accepted the award, Washington said earning the respect of others is all about how you treat people. "Whether you're talking to a homeless person on the street at 2 am or a doctor in a white coat, if you treat them like a real person, you'll gain their respect."

The Ricardo Diaz Award is named after the former Buildings and Grounds employee who died in an accident while plowing snow at the MGH in 2003. It is awarded annually to an employee who exhibits Diaz's qualities: hard work, dedication and selflessness. ■

Nurse goes the extra mile for former patient

KRISTIN BEAUPARLANT, RN, OCN, remembers walking into Beth Bennett Rice's room to find her asleep with a computer on her lap. Upon waking, Rice would immediately begin typing. Up until her death in the fall of 2008, Rice worked tirelessly on the legacy she would leave behind: Madam Ovary, an organization dedicated to increasing early detection of ovarian cancer by educating women about its symptoms and raising funds for cancer research at the MGH.

Rice was devastated when, at 52, she was diagnosed with a rare and aggressive form of ovarian cancer in 2005. She had a successful career in the finance industry and was happily married to her husband of 22 years, Peter. Long before Rice's own diagnosis, both were avid cyclists who participated annually in the 192-mile Pan Mass Challenge (PMC), raising more than $200,000 for cancer research.

Rice received treatment at the MGH Cancer Center for the next three years, including extensive surgery and chemotherapy. During each hospital stay, she became increasingly close with Beauparlant, a longtime MGH oncology nurse. They would often talk about Rice's fundraising and cycling efforts, and Rice would encourage Beauparlant

(Continued on page 2)

PHOTO COURTESY OF BEAUPARLANT

KEEPING PROMISES: Beauparlant and Peter Rice raised $34,000 for Beth Rice's memorial foundation as part of a 180-mile bike-a-thon last weekend.

— Nurse

(Continued from page 1)

to ride in the PMC. But the now 36-year-old Beauparlant, a busy mother of three, did not even own a bike. She remembers joking with Rice about whether her daughter's Barbie bike would last the 192 miles.

Despite treatment and a year of remission, Rice's cancer recurred and metastasized. Just days after she decided to receive hospice care, Beauparlant was helping Rice wash her hair – what little was left – when she made a request that would forever change Beauparlant's life.

"I want you to have my bicycle, to ride with Peter and to raise as much money as you possibly can."

Beauparlant began to cry. "I kept telling her I couldn't take it, I just couldn't. But she wouldn't take no for an answer. 'There's no question, you're taking it and you're doing it,' she said. It was probably one of the most emotional moments of my life. To have her think so much of me that she would give me her bike – it was really significant."

That year, Beauparlant rode in the PMC, her first of three. Meanwhile, she and Rice's many family members and friends worked tirelessly to put the final touches on Madam Ovary. After the organization received designation as a 501(c) nonprofit earlier this year, Beauparlant and Peter Rice were able to kick off their own fundraising bike-a-thon, "Mountains to the Sea." Between June 15 and 17, the two rode 180 miles from Littleton, N.H., to New Castle, N.H., where Rice and her husband had lived, with loved ones cheering them on all along the way. Melissa DeLisle, RN, another MGH nurse who helped care for Rice, joined them on the last day. Together, the three raised more than $34,000 in support of Madam Ovary's mission.

"This is our first year, but we hope to get more support and more people to participate as we go," says Beauparlant. "Beth would be so proud to know that her dream of giving back and helping others is now a reality."

For more information about Madam Ovary, The Elizabeth Bennett Rice Fund for Ovarian Cancer Research, Education and Awareness, visit *www.madamovary.org*.

Claflin award winners selected

JUGGLING THE DEMANDS of a career and motherhood can be extremely challenging, but for six MGH researchers, life just got a little easier thanks to the Claflin Distinguished Scholar Award.

CAREER CHAMPION: Top row, from left: Eikermann-Haerter, Fazeli, Lo, Barczak and Sequist. Bottom row: Cotman and Claflin

Named after Honorary Trustee Jane Claflin, who for years has championed women in academic medicine at the MGH, the awards provide two years of funding to outstanding junior faculty members to help them sustain research productivity during child-rearing years. The 2012 honorees are: Amy Barczak, MD, of the Division of Infectious Diseases; Susan Cotman, PhD, of the Center for Human Genetic Research; Katharina Eikermann-Haerter, MD, of the Radiology Department; Pouneh Fazeli, MD, of the Neuroendocrine Unit; Janet Lo, MD, MPH, of the Neuroendocrine Unit; and Lecia Sequist, MD, MPH, of the MGH Cancer Center.

"This award is wonderful," said Nancy Rigotti, MD, director of the Office for Women's Careers, during the June 14 awards ceremony in the Thier Conference Room. "We'd like to thank Jane Claflin who had a vision to create this unique program knowing that women didn't have to make a choice between career advancement and motherhood. Thank you Jane for everything you have done for women at MGH."

During the luncheon celebration, Cotman presented an overview of her research, "Investigation of KCTD7 in Neuronal Ceroidlipofuscinosis," and Eikermann-Haerter presented "Acute Stroke Evolution and Outcome in Migraineurs." "It is a big honor for me to receive this award," said Eikermann-Haerter. "It will allow me to take my results from bench to bedside."

The Claflin awards program is sponsored by the Executive Committee on Research (ECOR) and supported by the Office for Women's Careers. "The MGH is an extraordinary place where new frontiers are explored, so I'm not surprised that it is the place where this program emerged," said Nancy Risser, director of ECOR. "We hope the Claflin awards allow you to compose your lives in the way that is most productive to you. We are proud to be a part of it." ■

MGH Leadership Academy hosts spring lecture

THE MGH LEADERSHIP ACADEMY hosted its fifth annual spring lecture, "Diversity, Performance and Innovation," June 13 in the Starr Conference Center. Guest speaker Scott E. Page, PhD, the Leonid Hurwicz Collegiate Professor of Complex Systems, Political Science and Economics at the University of Michigan, discussed the pragmatic value of diversity in group settings.

THE POWER OF DIVERSITY: From left, Jeff Davis, senior vice president for Human Resources, Page and Prince-Erickson

Carlyene Prince-Erickson, director of MGH Employee Education and Leadership Development, said the lecture is the academy's culminating event of the year and serves as a way to spark conversation on current subjects that are important to MGH managers. "We are thrilled to have Scott here today to bring the conversation about diversity to a whole new level."

During his presentation, Page emphasized elements of his most recent book, *The Difference: How the Power of Diversity Creates Better Groups, Firms, Schools and Societies*. He discussed the word "diversity" in terms of the different ways people think rather than different ethnicities or cultures. According to Page's research, groups that have a broader range of perspectives can outperform groups of like-minded experts or a single thinker with an enormous IQ. Through anecdotes and examples, he encouraged attendees to embrace the potential of diversity in the workplace and beyond.

Page's presentation was taped and will be available to managers on the Leadership Academy website, *www2.massgeneral.org/leadershipacademy*, at a later date. ■

Medication reconciliation: everyone has a role

"IS THAT THE BLUE ONE?" a patient asks in response to his physician's inquiry whether he is still taking a certain prescription. With so many medications available – in different colors, shapes, sizes, with long names and varying doses – it is easy to be confused. Medication reconciliation, which is both an MGH policy and a Joint Commission National Patient Safety Goal, is the process through which health care providers help manage and communicate information about multiple medications in order to prevent errors.

Medication reconciliation requires four steps:

1. Obtain from the patient and document in the electronic medical record a comprehensive, up-to-date, accurate list of medications – including prescription drugs, over-the-counter medicines, vitamins and herbal supplements;

(Continued on page 4)

ON THE SAME PAGE: Anne Emmerich, MD, at left, talks over a pre-visit form with Jessica Doyle, practice manager for Wang 8 Primary Care Psychiatry.

Jaff to lead care redesign

MICHAEL R. JAFF, DO, medical director of the Vascular Center, Vascular Diagnostic Laboratory and Vascular Ultrasound Core Laboratory, has been named the new leader of MGH/MGPO care redesign, part of the Partners-wide Strategic Initiative focused on ways to improve quality and efficiency of care.

"Care redesign is a vital part of the changing way that we care for patients to control the total cost of care," says MGPO Chairman and CEO David F. Torchiana, MD. "Dr. Jaff will play a critical role in ensuring that these programs succeed and, when appropriate, coordinate with the Partners effort."

Having served as the lead of the neuroendovascular care redesign team, Jaff is already well versed in the effort and knows the challenges involved, including the importance of defining scope, building interdisciplinary coordination and using available data creatively. In his new role, Jaff will oversee the implementation of clinical care recommendations for the 15 condition-specific areas that have already been approved by leadership. These include colon cancer; coronary disease – specifically acute myocardial infarction and coronary artery bypass graft surgery; diabetes; primary care; and stroke. Other areas are planned for review in the near future.

"I am excited for this new opportunity and to help the MGH and MGPO deliver more integrated, cost-effective, patient- and family-centered care," Jaff said. "I look forward to working with other services and departments across MGH to focus on new, efficient ways to approach patient care delivery."

For more information on care redesign, visit *http://priorities.massgeneral.org*.

MGH program teaches fathers to engage

WHAT CAN WE DO to help men become better fathers? In honor of Father's Day, a group of experts gathered at the White House June 13 to help address that very question. Among them was Raymond A. Levy, PsyD, director of The Fatherhood Project in the MGH Department of Psychiatry.

Levy founded The Fatherhood Project in 2010 after years of counseling families and studying data about the father-child relationship. Over time, Levy saw a pattern – children with absent dads often have higher rates of substance use, mental health problems and teen pregnancy. On the flip side, he saw that children who have fathers who are emotionally engaged do much better throughout their life; for example, they are less likely to break the law when they get older.

"In The Fatherhood Project, we teach men how to relate to their children whether they live with them or not. That seems to be the key to good parenting – the ability to connect to a child's emotional world, regardless of whether both the father and child live together in the same house," says Levy. "Research shows that behavioral, social, emotional and academic outcomes are all better if a child has a father who is emotionally engaged. The findings are very powerful."

PHOTO COURTESY OF LEVY

FATHERLY FOCUS: Levy at one of several Father's Day-themed events hosted by the White House.

The Fatherhood Project offers counseling to individual fathers, couples and families as well as group sessions to teach fathers skills to improve their parenting. "For some men, learning how to control their temper may make a real difference. We teach men that they need to be able to regulate their own emotions before they will be able to be an effective father," Levy explains. "For others, we teach them how to show affection. We also teach empathy – how to put yourself in your child's shoes – and the importance of being a role model for your child."

Both the individual and group sessions are covered by most insurance companies. For more information, visit *www.thefatherhoodproject.org* or email *connect@thefatherhoodproject.org*. ■

WHAT'S HAPPENING

Vaccine pros and cons lecture

The Vaccine & Immunotherapy Center (VIC) at the MGH will host a free lecture, "Childhood Vaccines and the Pros and Cons of HPV Vaccination," June 27 from 6 to 7:30 pm in the Haber Auditorium. The speaker will be Mark Poznansky, MD, PhD, VIC's founder and director. For more information, visit *http://skl.sh/JrLwOw.*

Alarm system in White Building

The stairwell doors in the east, south and west wings of White 7 and White 9 have been alarmed as part of a pilot program aimed at decreasing the risk of patient elopement on the patient care units in the White Building. Everyone using these exits must swipe their ID badges to open the doors. If an individual exits via these routes and does not swipe a badge, an alarm will sound, notifying Police and Security. For more information, contact Bob Leahy at *rleahy@partners.org.*

Scholarships available

Two Health Care Merit Scholarships totaling $6,000 are available to Charlestown residents enrolled in a program of study leading to non-medical health career degrees, such as nursing, physical therapy, speech-language pathology, occupational therapy or X-ray technician. Eligible students must have completed at least two semesters at a community college, an undergraduate college or university or graduate school. Visit *www.mghihp.edu/merit* to download the application. Deadline is July 8. The scholarship is a joint effort of the MGH Charlestown HealthCare Center, MGH Institute of Health Professions and Spaulding Rehabilitation Hospital.

C. Miller Fisher service

A memorial service for C. Miller Fisher, MD, who died April 14 at the age of 98, will be held Oct. 6 at 3 pm in the O'Keeffe Auditorium. Fisher worked at the MGH for more than 50 years and is widely regarded as the founder of modern stroke neurology.

IN GENERAL

Cameron Wright, MD, MGH thoracic surgeon, and the late **Keith Perleberg, RN, MDiv,** director of the Patient Care Services Office of Quality and Safety, were recognized with 2012 Partners HealthCare Nesson Awards, which honor innovation in medical practice and interdisciplinary collaboration.

— Med rec

(Continued from page 3)

2. Carefully evaluate the list in the context of the patient's care to address any discrepancies or potential risks;
3. Educate the patient about their medications; and
4. Provide a new list to the patient when chronic medications are added or changed and encourage the patient to share it with other health care providers.

These steps are required in all patient settings where medicine is administered, prescribed or modified and where a patient's response to a treatment or service could be affected by a medication he or she is taking.

"Medication reconciliation is so important because we are continually learning about the medications we prescribe and the interactions they have with other medications," says MGH psychiatrist Anne Emmerich, MD, whose patients are often on multiple psychiatric and nonpsychiatric medications. "It also helps us to be better aware of times when a patient's symptoms may be caused by a medication rather than by a condition. An example of this in psychiatry is when a patient is feeling depressed but is not aware that the pain medication he or she is taking could be the cause."

Everyone has a role in the process – from patients and family members to the physicians who prescribe the medications and the staff who support them. Emmerich credits teamwork in her department for helping ensure medication reconciliation is done properly. "We recently began asking our patients to include all of their medication information on a pre-visit form," she says. "Our support staff have really stepped up to make sure patients fill out these forms."

For more information about medication reconciliation, visit *http://intranet.massgeneral.org/mesac.* ■

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH nurse honored for saving man's life

IT WAS A typical cold winter's morning last February when Barbara Maxey walked through the parking garage at 50 Staniford Street on her way to work, but within moments the day became nothing short of extraordinary.

Maxey, RN, BSN, CCM, a care manager at MGH PrimeCare, recalls seeing a man walking just ahead of her stumble. His car keys flew through the air and his legs folded beneath him as he collapsed onto the concrete floor, the result of an apparent heart attack.

"I immediately started chest compressions because there was no response and I couldn't get a pulse," Maxey said.

Unable to get a signal on her cell phone and with no one else in sight, Maxey continued the compressions for more than 10 minutes. Finally, a woman came within earshot, and Maxey yelled for her to call for help. An ambulance arrived soon after, and the man was brought to the MGH, where he ultimately made a full recovery.

"That is the definition of being at the right place, at the right time. According to the man's family, if it wasn't for Barbara's quick action, they would have lost a wonderful man," said MGH President Peter L. Slavin, MD, who presented Maxey with a framed Excellence in Action certificate during a June 14 ceremony. "This is an example of a truly great clinician who has worked at the MGH for 36 years and who spends her days helping people live longer, healthier lives."

Maxey said that while the honor is extremely nice, she is just thankful the man – who recently sent her a necklace aptly featuring an angel and a heart – is alive and well. "I think I did what anyone would do," Maxey said. "I'm just glad that he is OK."

The Excellence in Action program honors MGHers who go above and beyond in their daily care of patients.

SLAVIN AND MAXEY

ANNUAL RITUAL: Miller listens to a presentation by resident Dan Saddawi-Konefka, MD.

Cemetery tour keeps history alive

ELLIOTT MILLER, MD, looks up from the thick binder full of historical documents, photos and interesting anecdotes detailing the MGH's rich, 200-year history. He studies the Anesthesia residents gathered around him – most more than a half century his junior – and patiently waits for an answer to the question he has just posed. The retired MGH anesthesiologist smiles and nods as someone calls out the correct response.

Miller's dedication to preserving history has become an annual ritual now for 30 years. Each spring he brings together a new generation of physicians to learn about their predecessors, a unique occasion in that the students are the teachers – each is tasked with making a presentation – and their classroom is the Mount Auburn Cemetery in Cambridge.

The 80-year-old Miller, who worked at the MGH for 32 years, says the reason behind the annual tour is simple: "I want them to own their own history."

The group's multi-car caravan winds through 10 miles of scenic cemetery roads, stopping periodically at the resting sites of historical figures who played key roles in the past of the MGH Department of Anesthesia, Critical Care and Pain Medicine. The headstones are weathered – some large and prominent amidst the surrounding statuesque trees, others barely visible.

The residents' talks are like the headstones, varying in length and detail. Among their subjects are William T.G. Morton, who made history Oct. 16, 1846, with the first successful public demonstration of ether in the MGH Ether Dome; Oliver Wendell Holmes, MD, the MGH physician who coined the term "anesthesia;" and

(Continued on page 4)

An MGH transplant miracle

On Feb. 17 MGH Hotline published an article about patient John Morelli, who surprised his wife with a Valentine's Day dinner at the MGH while he was awaiting a transplant.

IT WAS A BRIGHT, warm spring day in Boston. John Morelli remembers this because – after having been hospitalized in the MGH Cardiac Intensive Care Unit for more than two months – he wanted to spend some time outside.

But no more than 10 minutes after Kimberly Parks, DO, of the MGH Heart Center, had given him the go-ahead to enjoy the sunny weather, she came back to his room with even better news. The heart and liver that Morelli had been awaiting for months were available.

"Dr. Parks said, 'I don't think you are going outside today – we have a match,'" Morelli recalls. "But it was a really bittersweet day because someone had to pass away for me to have a second chance."

This marks the second time in the past 20 years that the MGH has performed a heart and liver transplant, also the second operation of its kind ever done in New England. The surgical team included Joren C. Madsen, MD, DPhil, director of the Transplant Center, who performed the heart transplant; James F. Markmann, MD, PhD, chief of the Division of Abdominal Transplantation, who performed the liver transplant; and cardiac surgeon Joshua N. Baker, MD, who implanted a temporary right ventricular assist device.

"MGH is the only institution in New England that has the expertise and the resources necessary to perform these complex procedures and to care for these challenging patients," says Madsen. "This success and others like it reflect the collaboration and team spirit shared by all members of the MGH Transplant Center. It is why our Transplant Center is one of the best in the world."

Now happily recuperating in his Braintree home with his wife, Stacey, and their three boys, Morelli is dedicated to giving back to others. He is in the process of creating a nonprofit organization called the Transplant Foundation of New England, which he hopes in the near future will help patients and families awaiting transplants.

"I have a lot of plans," Morelli laughs, launching into a list that includes family vacations, running, cycling and even triathlons. "It's a good feeling. I'm getting my energy back. It's slow – but it feels great. I'm so happy to be home with my wife and kids. It's a miracle."

A SECOND CHANCE: The Morellis

PHOTO COURTESY OF JOHN MORELLI

Endecott Pear Tree event celebrates health care and history

IN ADDITION to caring for thousands of patients each year, the Mass General/North Shore Center for Outpatient Care is the caretaker of the Endecott Pear Tree – the oldest living fruit tree in America – named for the first governor of Massachusetts. On June 19, in collaboration with the Essex National Heritage Commission and the Danvers Historical Society, the center presented its second annual lecture celebrating health care and the history of the North Shore. The lecture featured Karen Krag, MD, a medical oncologist, who discussed the history of women healers in the region. The event – part of the Endecott/Endicott family reunion, which brought together more than 100 descendants of the first governor – also featured a walking tour of the tree site and pear-themed refreshments.

PHOTO COURTESY OF ESSEX NATIONAL HERITAGE COMMISSION

HISTORICAL ROOTS: State Rep. Ted Speliotis, representing Peabody and Danvers, at left, and Sierra

Earlier this year a scion or cutting from the original tree was planted in the center's healing garden and will be dedicated by the Endicott/Endecott Family Association. "We are glad to continue our focus on health and history by providing opportunities for our community to appreciate this unique tree," says Elena Sierra, RN, executive director of the center. "We are proud to be stewards of both the tree and its new scion." ■

FRIENDLY COMPETITION: From left, Slavin, Connors, Loeffler, Martignetti and Torchiana

Teeing up for the Durant Fellowship

RAISING NEARLY $70,000 this year, the annual Thomas S. Durant, MD, Golf Tournament was held June 18 at the Oyster Harbors Club in Osterville, Mass. The tournament honors the late Durant, a beloved MGH physician and humanitarian, and benefits the Thomas S. Durant Fellowship for Refugee Medicine program at the MGH Center for Global Health. Directed by MGH primary care physician Laurence Ronan, MD, the Durant Fellowship offers health care providers a unique opportunity to travel abroad to serve refugee and displaced populations.

Some 90 players participated in the 2012 tournament, including Peter L. Slavin, MD, MGH president; Jay Loeffler, MD, chief of Radiation Oncology; David F. Torchiana, MD, chairman and CEO of the MGPO; Jack Connors, former chair of the Partners HealthCare Board of Directors; and Carl J. Martignetti, chair of the MGH President's Council. ■

Grant helps transform primary care

BURGH, AT LEFT, AND COHEN

THE MGH GENERAL MEDICINE DIVISION recently was honored with a $1 million grant from the Harvard Medical School Center for Primary Care to help transform primary care within MGH practices. The goal is to improve the quality of care and improve staff, patient and family satisfaction, while reducing costs. A unique component of the project is the participation of medical students and residents in primary care innovation and transformation.

"This grant has come at a perfect time. There are a lot of initiatives going on right now at the MGH that support this type of redesign, particularly with the Partners Strategic Initiative," says Blair Fosburgh, MD, associate program director of the MGH Internal Medicine Residency Program, who serves as the grant's principal investigator. "It's exciting because all the changes will be things that move us toward a patient-centered medical home."

The grant has been matched by the MGH with an additional $1 million in funding and will help primary care staff pilot new strategies to identify best practices, which can then be shared throughout the institution. Over the course of two years, the project will address four main components: team-based care, population management, management of high-risk patients and patient empowerment/behavior change. Fosburgh says medical students and residents will play a key role in the redesign effort, providing them with valuable opportunities to participate in quality improvement and operational research.

"We will create a practice environment that demonstrates the excitement and fulfillment of delivering high-quality primary care and enables trainees to develop the skills to lead effective and satisfying primary care careers," says Marya Cohen, MD, MPH, an internist at MGH Chelsea HealthCare Center, who serves as the project's co-investigator.

In addition to the General Medicine Division and Chelsea HealthCare Center, collaborators for the project include the Division of Internal Medicine, the Massachusetts General Physicians Organization, MassGeneral Hospital *for* Children and Internal Medicine Associates. For more information, email *bfosburgh@partners.org*.

Inaugural award honors former director of Cardiac Cath Lab

CARDIOLOGY DIVISION STAFF MEMBERS, grateful patients, family members and friends gathered to celebrate the inaugural Herman K. "Chip" Gold, MD, MGH Young Investigator Award during a June 19 reception and ceremony in the East Garden Room. The award – which includes a $7,500 research grant – will be given annually in memory of Gold, former director of the Cardiac Catheterization Laboratory, to recognize excellence in clinical or translational research by an interventional fellow in the Cardiology Division. Marcella A. Calfon, MD, PhD, a fellow in the Vascular Diagnostic and Intervention Program, is the first recipient.

Calfon was honored for demonstrating the intellectual curiosity and academic integrity exemplified by Gold, who pioneered many innovative methods and procedures before his death in 2008 at the age of 67. She was selected from among five candidates for her study, "Everolimus-Eluting Stents Reduce Inflammatory Cysteine Protease Activity in Atherosclerosis *In Vivo:* Assessment by Intravascular Fluorescence Imaging," conducted under the guidance of Farouc A. Jaffer, MD, PhD, of the Cardiac Cath Lab. In July Calfon will join the faculty of UCLA Medical Center as an interventional cardiologist with a specialty in vascular medicine and peripheral intervention.

"Not only are we celebrating Chip's unique creativity and insight, but we also are encouraging future generations of forward-thinking clinician scientists like him to help advance cardiovascular medicine," says Michael A. Fifer, MD, current director of the Cardiac Cath Lab.

Gold's wife, Barbara Nath, MD, an MGH gastroenterologist, and two of their children, Lisa and Jonathan, were present at the event. ■

GOLD AWARD: From left, Lisa Gold; Fifer; Nath; Robert C. Leinbach, MD, who worked closely with Gold; Calfon; Jonathan Gold; and G. William Dec, MD, chief of the Cardiology Division

MGH milestone

The MGH reached a milestone this month with a record-breaking number of admissions, observation patients and routine post-procedure recovery patients requiring a bed. From June 11 through June 14, the Admissions Department reports, the volume was 1,023 patients – the most in the hospital's history for a single week.

WHAT'S HAPPENING

MGH Hotline schedule change

MGH Hotline will not publish July 6 due to the Fourth of July holiday. The regular publication schedule will resume July 13.

Blood Donor Center sundae bar

The MGH Blood Donor Center wants to ensure an adequate blood supply is available to patients during the Fourth of July holiday week and will host a make-your-own-sundae-bar for all blood donors July 2 and July 3. For more information, call 617-726-8177.

New TravelSafe service

The MGH Center for Global Health has launched TravelSafe, a program that gives MGH travelers safety-enhancing benefits, including pre-trip intelligence, real-time safety advisories and alerts, a personalized travel planning website, and an emergency 24/7 travel hotline. For more information, contact Brett Rautenberg at 617-460-3152.

Submit news tips and story ideas to *MGH Hotline*

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IN GENERAL

David Kokel, PhD, a postdoctoral researcher at the Peterson Lab in the Cardiovascular Research Center, is the first recipient of the Chi-Bin Chien Award from the Genetics Society of America, honoring his significant contributions to the field of zebrafish research. Kokel received the award June 22 during the 10th annual International Conference on Zebrafish Development and Genetics in Madison, WI.

Dennis Brown, PhD, director of the Program in Membrane Biology, associate director of the Center for Systems Biology and director of the Office for Research Career Development, received the 2012 Joseph B. Martin Dean's Award for Leadership in the Advancement of Women at Harvard Medical School and Harvard School of Dental Medicine. The award recognizes Harvard faculty committed to the recruitment, retention and advancement of women.

Leigh Simmons, MD, of the John D. Stoeckle Center for Primary Care Innovation and the Internal Medicine Associates, was honored by the Harvard Medical School graduating class of 2012 as the "Best Clinical Instructor at the MGH." The graduates also recognized the following residents and fellows for teaching excellence: **Ian Barbash, MD, Susan Mathai, MD, Megan Sise, MD,** and **Shiri Feingold, MD,** of the Department of Medicine; **Raul Cortes, MD, Peter Fagenholz, MD,** and **David Fink, MD,** of the Department of Surgery; **Mark Adams, MD,** of the Department for Anesthesia, Critical Care and Pain Medicine; **Sameer Sheth, MD,** and **Brian Walcott, MD,** of the Department of Neurosurgery; and **Oriana Vesga, MD,** of the Department of Psychiatry.

PHOTO COURTESY OF JENNY CONNELLY

BEARING GIFTS: From left, hockey players Steven Whitney, Chris Venti, Brian Billett and Chris Kreider with patient Emma Journeay, age 9

Theodore Roosevelt Association donates teddy bears

ON JUNE 15, members of the Boston College men's ice hockey team – winners of the 2012 national college hockey championship – visited pediatric patients and handed out cuddly toy bears donated by the Theodore Roosevelt Association's (TRA) Teddy's Bears for Kids New England Chapter. Joseph Vacanti, MD, chief of Pediatric Surgery, and W. Hardy Hendren III, MD, MGH's first chief of Pediatric Surgery, welcomed TRA representatives with a teddy bear-shaped cake. During the visit, TRA President Tweed Roosevelt shared how the term "Teddy's Bear" was coined after his great-grandfather, former U.S. President Theodore "Teddy" Roosevelt famously refused to shoot a tied-up bear during a hunting expedition. Jimmie Connelly, president of the recently established TRA New England Chapter, also shared a story of how a teddy bear lifted his spirits after knee surgery. Since 1986, the TRA has distributed more than 74,000 teddy bears throughout the United States. For more information, visit *www.teddysbearsforkids.org*.

— *History*

(Continued from page 1)

Nathaniel Bowditch, a 19th-century celestial navigator who helped raise funds for the construction of the MGH' first building.

"Here's something interesting: Dr. Augustus Gould was also a world-renowned conchologist and malacologist. Who knows what those mean?" one resident asks his fellow residents during his presentation. His colleagues are quick to point to the intricate carvings of conch and mollusk shells detailing the front of Gould's headstone.

Miller says he wants the 90-minute tour to be both educational and enjoyable, but above all he hopes it helps the residents enter their careers with appreciation and respect for the many MGHers who helped pave the way.

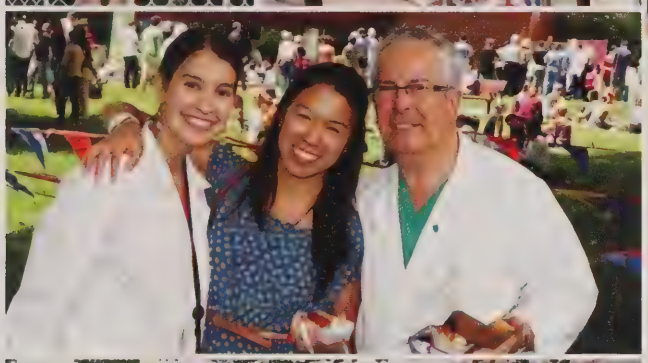
According to staff anesthesiologist Jim Rhee, MD, who has joined the tour for the past three years, Miller has achieved that goal. "It is a fantastic time. Dr. Miller has a wealth of historical information and is a valuable resource for our department. He gives us an incredible legacy and tradition."

Following the evening's last presentation, the students give Miller an appreciative round of applause as he closes his binder – its history now in their hands. ■

07.12.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL



Summer in the city

THE BULFINCH LAWN was abuzz with music, laughter and lively conversation June 28 during the annual Employee Summer Picnic. Events were held for both day- and night-shift MGHers, with nearly 10,000 employees participating.

"The picnic is a great little break away from work," said Veronica Farguarson-Turner, a supervisor in Nutrition and Food Services who has worked at the MGH for 35 years. "It's a nice way to show appreciation for MGH employees."

Attendees were treated to picnic-style lunches with options including veggie burgers and whole wheat pasta salad. Among the many activities offered was a golf chipping contest – a favorite of MGH President Peter L. Slavin, MD, who donned a golf glove and used his own chipping wedge; relay races; and carnival games where participants competed to win small prizes including stuffed animals, hats, necklaces and binoculars.

(Continued on page 4)

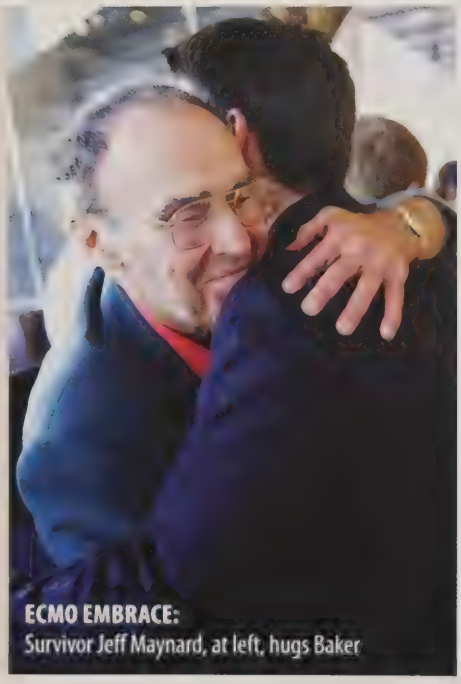
Cardiac ECMO survivors celebrate each other and MGH staff

IT'S NOT EVERY DAY you get a second lease on life. But 17 MGH patients who experienced serious cardiac events received that second chance thanks in part to extracorporeal membrane oxygenation (ECMO), a technique that oxygenates and removes carbon dioxide from the blood outside a patient's body, allowing his or her damaged heart and lungs time to recover. On June 28, nine of these patients came together with MGH Cardiac Surgery clinicians for a reunion at the Paul S. Russell, MD Museum of Medical History and Innovation.

During the event, the survivors shared their stories with one another and thanked their MGH caregivers. Keith Lordan, a 58-year-old from Melrose who was kept alive on ECMO for eight days, said he was grateful for the chance to meet others like him. "We have a bond," he said.

ECMO typically is used for newborns who lack fully functioning respiratory systems, but adult cardiac patients – including patients with pulmonary embolisms – now are candidates for this life-saving treatment. MGH Cardiac Surgery began tracking the number of adult cardiac patients treated with ECMO in 2010, and in only two years, the number is at more than 45. The MGH currently is the only medical center in New England that accepts referrals from other hospitals for long-term ECMO care.

(Continued on page 2)



ECMO EMBRACE:
Survivor Jeff Maynard, at left, hugs Baker

Safety first: Handling and disposing of hazardous medications

CERTAIN MEDICATIONS that are beneficial to patients pose potential health risks to employees who may be exposed to them. Under the direction of the Medication Education Safety and Approval Committee, a multidisciplinary team – including Pharmacy Compliance, Patient Care Services, Environmental Health and Safety, Environmental Services, Corporate Compliance, the Practice Support Division, and the Center for Quality and Safety – recently rolled out improvements to the process for handling and disposing of hazardous medications.

"These medication process improvements provide a universal approach to safely handling hazardous drugs in order to protect our employees," says Meg Clapp, RPh, MS, MDiv, chief pharmacy officer.

New yellow auxiliary labels created by Pharmacy identify which medications are hazardous and both indicate appropriate personal protective equipment requirements and proper waste disposal methods. This information also has been incorporated on patient-specific medication labels as well as in Pharmacy online ordering and automated dispensing machines.

A three-tier approach to personal protective equipment for hazardous medications has been developed based on potential mode of exposure. The requirements are as follows:

- **Tier I** (intravenous medications): one or two pairs of long-cuffed, purple, nitrile gloves and a non-absorbent, long-sleeved, disposable gown are required. A face shield should be worn if there is a risk of splash. An N-95 respirator must be worn to clean up spills.
- **Tier II** (oral liquid medications): same requirements as Tier I, but in addition, j-tip connector and blue chux are required for G-tube administration.
- **Tier III** (solid capsules, tablets, creams, ointments and eye drops): one or two pairs of long-cuffed, purple, nitrile gloves are required (two pairs for ointments, creams, and eye drops). Do not crush, open, or dissolve capsules or tablets.

The proper disposal method is identified by a new color-coded system that provides additional guidance alongside the Pharmaceutical Waste Disposal Grid available on the Environmental Health and Safety website. Per the color-coded system, acetone and arsenic must be disposed of in black buckets, chemotherapy drugs in yellow buckets and nearly all other hazardous medications in red buckets.

Although this change has increased the number of medications that are disposed of in red buckets, limited products can still be disposed of in regular trash or down a sink drain. "Items including IV fluids, plus or minus electrolytes, continuous veno-venous hemofiltration (CVVH) fluid and peritoneal dialysate have been approved for this disposal method as long as they do not contain any medication additives," says Kelly Barnes, RPh, compliance pharmacist.

HANDLING HAZMEDS: Most hazardous medications are disposed of in these red bins.

It is important to recognize that all used medications must be discarded appropriately, adds Barnes. Medications are considered used if they are opened, are a partial dose or have come in contact with a patient – including those brought into precaution rooms without direct patient contact. Unused medications should always be returned to the Pharmacy for proper disposal.

For more information about hazardous medications, contact Barnes at *kbarnes@partners.org* or Bill Banchiere, director of Environmental Services at 617-726-2445. ■

Duck Tour makes a splash

ON A SUNNY SATURDAY afternoon in June, a group of MassGeneral Hospital *for* Children (MGH*f*C) patients and their families climbed aboard a Boston Duck Tours vehicle for a special tour of the city. The popular Boston activity was made possible through a gift from an anonymous donor.

After cruising through city streets, the star-spangled amphibious landing vehicle, *Old Gloria*, glided into the Charles River Basin, eliciting cheers from the group of 23. MGH*f*C patient Stephen, 11, and his family quacked and laughed as their guide, "Captain Longhorn," cracked jokes and shared historical facts. It was the Boston natives' first time on the tour, and Stephen, whose favorite subject in school is history, shouted out answers to Longhorn's quiz questions throughout the trip. While in the water, Stephen volunteered to take over as captain for awhile, steering the boat alongside the Longfellow Bridge with ease.

MAKE WAY FOR DUCKLINGS: MGH*f*C patient Stephen, with Captain Longhorn

"My favorite part was when we went from land to water," Stephen says. "Also, saying 'quack' to everyone was really fun."

— *ECMO survivors*

(Continued from page 1)

Joshua Baker, MD, a surgeon in the MGH Heart Center who leads the ECMO program for cardiac patients, spoke at the reunion. He said the program is growing because of the multidisciplinary care provided by surgeons, nurses, respiratory specialists and perfusionists as well as the hard work of the SHOCK team, which determines whether a patient is likely to benefit from ECMO.

"We're one of the few sites managing long-term ECMO care, and that's because our skilled staff enables us to provide the 24/7 care these patients need," said Baker.

Among the other stories shared was that of 24-year-old survivor Ryan Naismith, an operations associate in MGH Psychiatry. Naismith went into cardiac arrest in September 2011 and received therapeutic hypothermia treatment at a local hospital before being transferred to the MGH, where Baker and the SHOCK team made the crucial decision to put him on ECMO. ECMO bought time for Naismith to recover, and a few days later a left ventricular device (LVAD) was implanted to help manage his heart failure. Naismith has been placed on a heart transplant waiting list, is doing well and isn't letting the LVAD slow him down at his job at the hospital.

To view more photos from the event, visit *http://bit.ly/NshFGR*. ■

Celebrating MGH volunteers

EACH YEAR the MGH sets aside time to thank and recognize the many volunteers who selflessly give their time to patients, families, visitors and staff. Last year 1,533 individuals volunteered at the hospital, logging more than 105,450 hours.

Celebratory events during the week of June 25 included an educational seminar by Susan Briggs, MD, MPH, of the Department of Surgery, who described her work within the department and as team commander of the International Medical Surgical Response Team; an evening reception with speaker Anabela Nunes, director of Medical Interpreter Services; and raffle and prize drawings.

A new addition to this year's recognition week was a Volunteer Talent Show on June 28 in the Thier Conference Room. Showcasing their skills were guitarist and singer Mai Doan; singer Alexandra Charest; classical pianist Louisa Moore; pianist Jonas St Fleur; gospel singer Jacky Sainval; guitarist Michael Simpson; jazz trumpeter Josh McDonald; harpist Becky Wertz; and opera singer Elena Cervone.

"It was wonderful to have some of our volunteers showcase their amazing and unique talents at the show," says Wayne Newell, director of the Volunteer Department and Information Desks. "On a daily basis we observe the skills, compassion and caring that all of our volunteers bring to support and enhance the patient, family and staff experience at MGH. It was so much fun to see them share their extraordinary musical talents with the community too."

For more information about volunteer opportunities at the MGH, call 617-726-8540 or email *mghvolunteer@partners.org*.

SKILL SHOWCASE: Sainval, a patient escort since May, participated in the talent show.

Xue named first recipient of Amelia F. Gardner Memorial Award

FENG XUE, senior financial analyst in the Department of Anesthesia, Critical Care and Pain Medicine, was honored June 26 as the first recipient of the Amelia F. Gardner Memorial Service Award in recognition of her "nurturing nature, dedication, selflessness and patience." Xue received a certificate during the award ceremony, and an engraved plaque with her name will be displayed in the department's Davison Conference Room.

INAUGURAL AWARD: Gardner's family attended the memorial award presentation to honor Xue, second from left. From left, Gardner's uncle Alfonse Ferreira, husband Paul Gardner, mother Eva Almeida, sister Olga Sullivan and brother-in-law William Sullivan

The award was established to honor the memory of Gardner, who died Nov. 3, 2011, and to recognize nonclinical employees who exemplify service excellence. Gardner worked at the MGH for 20 years, serving as office manager for the Department of Anesthesia, Critical Care and Pain Medicine during the last four years. "Amy was an integral member of the department and embodied service excellence on a daily basis," says Allison Lemovitz, an administrative manager in the department. "Those who knew her best would describe her as a dedicated, selfless, hard-working individual who consistently went above and beyond for her colleagues."

Department staff nominated colleagues for the award, which is planned to be presented annually. "It is a great honor to receive this award," says Xue. "I had the pleasure of working with Amy for five years, and I learned a lot from her. She took great pride in her work and her relationships with others. Providing excellent service is a longtime tradition in our office, the department and the MGH, and I am very proud to be a member of this community." ■

Expo highlights global health initiatives

NEAR RECORD-HIGH TEMPERATURES in Boston couldn't keep the crowd away from the inaugural MGH Global Health Expo held June 21 under the protective shade of the Bulfinch Tent. Sponsored by the MGH Center for Global Health, the event featured representatives from more than 20 groups who spoke to staff, friends and neighbors about global health programs, initiatives and ways to get involved in the field.

GLOBAL HEALTH EXPO: Attendees visit one of many information tables during the MGH Global Health Expo.

"MGH has a rich tradition of global health outreach," says David Bangsberg, MD, MPH, director of the Center for Global Health. "This event brought together so many of our most passionate and talented individuals, and it really showcased the diversity of our projects around the world. The center's goal is to help support and facilitate the MGH community's global health initiatives and events like these not only highlight that work, but provide information to our community about how to get involved and carry on the tradition."

For more information about the Center for Global Health and upcoming events, visit *www.massgeneralcenterforglobalhealth.org*. ■

WHAT'S HAPPENING

Partners in Excellence nominations

Partners in Excellence (PIE) nominations are now being accepted online for individuals or teams. The PIE awards honor employees for their outstanding work to support the success of Partners HealthCare. For more information about the PIE Award Program, visit *http://pulse.partners.org*.

Ovarian Cancer Survivors course

The MGH Vincent Obstetrics & Gynecology Department and the MGH Cancer Center will host the Foundation for Women's Cancer 2012 Ovarian Cancer Survivors Course July 28 from 8 am to 4 pm in the Simches Center. This free event is open to all cancer survivors and their friends and family members. To register, visit *www.wcn.org/courses*.

Submit news tips and story ideas to *MGH Hotline*

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Clinical Research seminars

The MGH Clinical Research Program is offering the following seminars: "An Introduction to the Enhanced RPDR Query Tool" Aug. 13 from 11 am to noon in the Simches Center, Room 3.110, and "Design and Conduct of Clinical Trials," an intensive 14-session course starting in September on Tuesdays and Thursdays from 5 to 6:15 pm in the Yawkey 2 Conference Room. Register at *http://hub.partners.org/catalog*.

Thoracic surgery program

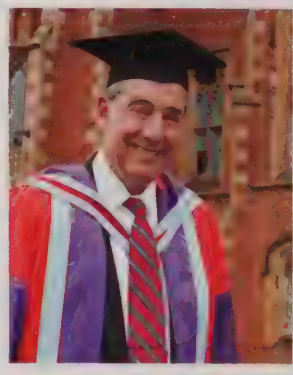
The American Association for Thoracic Surgery (AATS) will host the "AATS Focus on Thoracic Surgery: Lung Cancer" program Nov. 16-17 at the Boston Marriott Copley Place. Cameron Wright, MD, thoracic surgeon at the MGH, will present "Restaging the Primary Tumor" at 3:30 pm Nov. 16. For more information, visit *www.aats.org*.

Short Stay Unit to open July 30

On July 30, Bigelow 7 will open as a Short Stay Patient Care Unit (SSU). This new unit will help address the growing Emergency Department volume and ongoing capacity challenges in many areas of the hospital. The SSU will initially open 10 beds, and expand to 18 beds by Oct. 1. The unit will provide care to adult patients with an expected length of stay of 23 hours or less and will augment the 14 observation beds currently available on the Bigelow 12 ED Observation Unit, increasing the total number of dedicated short-stay beds to 32.

IN GENERAL

Nishan Goudsouzian, MD, anesthetist in the Department of Anesthesia, Critical Care and Pain Medicine, has received two prestigious national awards. In February, he was honored with the Robert M. Smith award of the American Academy of Pediatrics as the foremost expert on muscle relaxants in children and for his outstanding contributions to the field of pediatric anesthesia. In May, Goudsouzian received the Ellis Island Medal of Honor, sponsored by the National Ethnic Coalition Organization, honoring his contributions to the community, the nation and the world. He has worked at the MGH for 46 years.



INTERNATIONAL HONOR: Bruce Chabner, MD, director of Clinical Research for the MGH Cancer Center, was the recipient of an honorary Doctorate of Medical Sciences from the Queen's University of Belfast, Northern Ireland. The award recognizes his contributions to cancer research and cancer drug development. During the July 3 ceremony, Patrick Johnston, dean of the Queen's School of Medicine, Dentistry and Biomedical Sciences – who also was a fellow with Chabner at the National Cancer Institute – said, "One of the major features of Dr. Chabner's career has been his focus on the improvement of treatments for patients. His work has led to significant advances in patient treatment and improvements in the quality of care during both his time at the National Cancer Institute and, more recently, at Harvard Medical School and the MGH. He has been a mentor and an inspiration to many leading U.S. and international oncologists and cancer specialists throughout the world."

Annual Julie Fund Walk

SOME 300 individuals gathered along the Charles River June 16 for the seventh annual Julie Fund Walk. This year the event raised more than $60,000 for ovarian cancer research, education and patient support at the MGH Cancer Center. The fund was established in honor of Julie Paige McAvinn, a Cancer Center patient who lost her battle with ovarian cancer in 2004 at age 40. A team of 15 MGH staff members – including Michael Birrer, MD, PhD, director of medical gynecologic oncology and the gynecologic cancer research program – were among the walkers. For more information about the Julie Fund, visit *www.juliefund.org*.

— *Summer picnic*

(Continued from page 1)

"It's very fun," said Pevel Jordan, a histopathology technician, as she waited in line for the bean bag toss. "I like the games – I won a slap bracelet for my 10-year-old daughter, and now I'm trying to win something for my other daughter!"

The My Giving Helps dunk tank was one of the most popular attractions. Now in its second year, the tank raised $1,125 for the My Giving Helps campaign, which for the first time benefits both the MGH Fund and the United Way. Among the good-natured employees who agreed to get wet for the cause were Bill Banchiere, director of Environmental Services; G. Scott Gazelle, MD, MPH, PhD, director of the Institute for Technology Assessment; Keith Lillemoe, MD, chief of the Department of Surgery; Harry Orf, PhD, senior vice president for Research Management; Ed Raeke, director of Materials Management; Ruth Stokes, patient services coordinator for Emergency Services; Steven Taranto, director of Human Resources; and Kevin Whitney, RN, associate chief of Nursing. ■

07.20.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

No. 1 in the nation

MGH ranked best hospital in America by U.S. News

THE SENSE OF PRIDE was palpable beneath the Bulfinch Tent July 17 as hospital employees, affiliates, public officials and media crews gathered for a celebration of the news that the MGH ranked No. 1 in the nation on the *U.S. News & World Report* 2012-13 "Best Hospitals" list. After ranking second last year, the MGH now takes the place previously held by Johns Hopkins Hospital, which had been at the top of the list for 21 consecutive years.

In honor of the occasion, MGH Nutrition and Food Services baked more than 14,000 "#1 Thanks to You" cookies, which were handed out to staff along with commemorative pins and bracelets. Banners thanking and congratulating employees were hung throughout campus.

Despite record-breaking heat, hundreds of MGHers gathered under the Bulfinch Tent to formally celebrate the announcement. Speaking at the standing-room-only event were Peter L. Slavin, MD, MGH president; David F. Torchiana, MD, chairman and CEO of the MGPO; Jeffrey Flier, MD, dean of Harvard Medical School; Gary L. Gottlieb, MD, president and CEO of Partners HealthCare; and Boston Mayor Thomas M. Menino.

(Continued on page 2)

Behind the rankings

RANKED NO. 1 in the nation, state and Greater Boston area, the MGH was recognized among the top U.S. hospitals in each of the 16 specialties the survey addresses *(see table below)*, receiving points in each specialty. The MGH's placement in several areas – ear, nose and throat, ophthalmology, and rehabilitation – reflects its affiliations with the Massachusetts Eye and Ear Infirmary and Spaulding Rehabilitation Hospital.

In this year's pediatric results, which were released separately in June, MassGeneral Hospital *for* Children ranked nationally in four specialty areas.

The movement up and down in this year's adult specialty rankings is, in part, attributed to changes to the methodology, particularly the weight of the metrics used. Among the changes, less emphasis was given to a hospital's reputation among physicians, while the importance of data-driven quality measures increased.

The MGH's sister institution, Brigham and Women's Hospital, ranked ninth on the honor roll this year, making Boston once again the only city with two hospitals in the top 10. The complete rankings will appear in the *U.S. News* "Best Hospitals" guidebook, which will be published mid-August and showcase 738 hospitals out of approximately 4,750 nationwide. For more information about the rankings, visit *http://health.usnews.com/health-news/best-hospitals*.

2012-13 *U.S. News & World Report* MGH Rankings	
Cancer	7
Cardiology and Heart Surgery	5
Diabetes and Endocrinology	3
Ear, Nose and Throat (MEEI/MGH)	3
Gastroenterology	4
Geriatrics	6
Gynecology	6
Nephrology	7
Neurology and Neurosurgery	3
Ophthalmology (MEEI/MGH)	4
Orthopædics	4
Psychiatry	3
Pulmonology	7
Rehabilitation (Spaulding)	5
Rheumatology	6
Urology	12

— First in nation

(Continued from page 1)

"In my opinion, we are number one because of the great work and the dedication to excellence of the clinical staff and people of this organization," said Slavin, who welcomed the crowd. "On behalf of the institution, it's my pleasure to thank you for the great work you do every day and every night to make a difference in the health and well-being of our patients and their loved ones."

Slavin also thanked Massachusetts Eye and Ear Infirmary and Spaulding Rehabilitation Hospital, which are counted together with the MGH on the *U.S. News* survey in ear, nose and throat, ophthalmology, and rehabilitation.

Torchiana shared excerpts of a citation from Gov. Deval Patrick and a message from Sen. John Kerry, which will be entered into the Congressional Record along with a message from Sen. Scott Brown. Wrote Kerry: "Today's public announcement confirms what all of us in Massachusetts have always known – that if you need to find first-rate care for a loved one with a serious and complicated condition, then you go to the Massachusetts General Hospital."

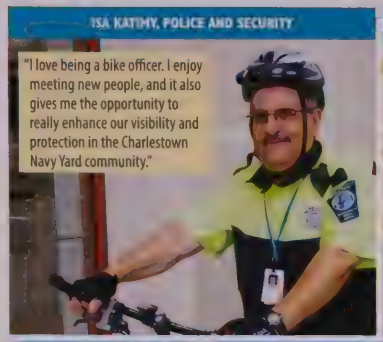
Menino announced that July 17, 2012, would be known as "MGH is #1 Day" in the city of Boston. "We know a little bit about celebrating," he added. "When Boston is the best in something, we bring out the duck boats!"

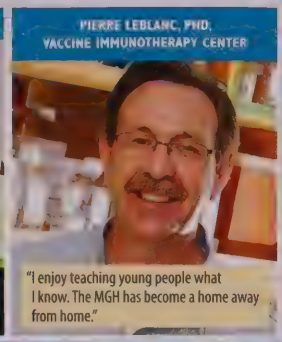
As one of the amphibious landing vehicles pulled into the Wang Ambulatory Care Center, honking its horn and spraying confetti into the air, cheers erupted from the crowd, thrilled with the surprise arranged by Menino.

Slavin closed the celebration by highlighting a sample of exemplary employees who make the MGH a top hospital – from Larry "Tree" Washington, of Police and Security, who just received the Ricardo Diaz Award; to Roman DeSanctis, MD, a legendary MGH cardiologist; to soon-to-be college freshmen Stephanie Mejia and Lee Jeanty, two of the 26 MGH Bicentennial Scholars. He invited the group to join him on the duck boat for a mini rolling rally around the hospital campus.

"As we look around this tent and look around this hospital, we see the employees who give diligently, tirelessly and with all their hearts to make a difference in the lives of other human beings," said Slavin. "We are so grateful to them for making this institution what it is."

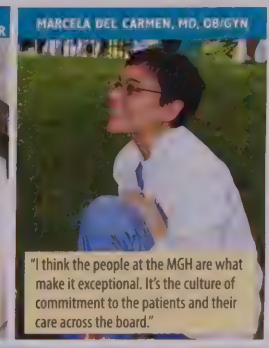
Number one thanks to you


TSA KATIMY, POLICE AND SECURITY
"I love being a bike officer. I enjoy meeting new people, and it also gives me the opportunity to really enhance our visibility and protection in the Charlestown Navy Yard community."


PIERRE LEBLANC, PHD, VACCINE IMMUNOTHERAPY CENTER
"I enjoy teaching young people what I know. The MGH has become a home away from home."

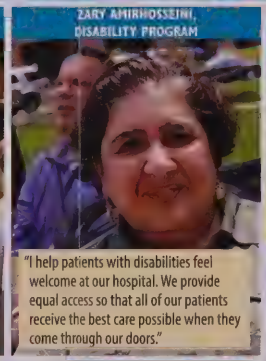
GWENDOLYN MITCHELL, LPN, GILLETTE CENTER FOR WOMEN'S CANCERS
"I am an access nurse in the Breast Center, and in that role, I am the first contact for patients – so I do whatever I can to help them feel comfortable and at ease during the first step in their breast cancer journey."

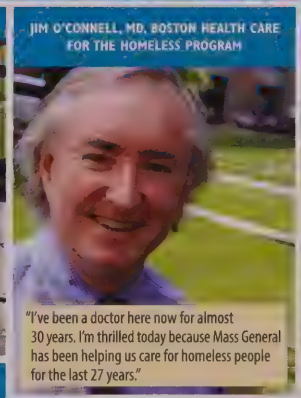
NICOLAS ORESKOVIC, MD, MPH, MGH REVERE HEALTHCARE CENTER
"I enjoy that I have the opportunity to provide cutting-edge academic medical care in an underserved community setting."

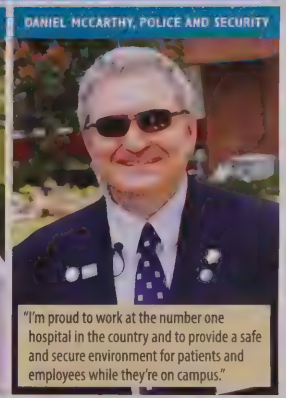

MARCELA DEL CARMEN, MD, OB/GYN
"I think the people at the MGH are what make it exceptional. It's the culture of commitment to the patients and their care across the board."

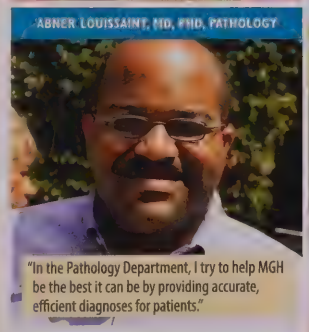
PAT DURNING, RN, CASE MANAGEMENT
"I work on an Innovation Unit, where we're trying to make the patient's stay as comfortable as possible and guarantee that they will have a safe discharge to home or rehabilitation."

JOHN FOLK, CHAPLAINCY
"We take seriously the healing of the whole person – spirit, mind and body. From our perspective, we are responsible for tapping into people's spirits in order to make healing happen in a positive way."


ZARY AMIRHOSSEINI, DISABILITY PROGRAM
"I help patients with disabilities feel welcome at our hospital. We provide equal access so that all of our patients receive the best care possible when they come through our doors."

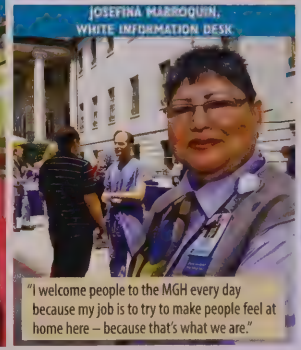

JIM O'CONNELL, MD, BOSTON HEALTH CARE FOR THE HOMELESS PROGRAM
"I've been a doctor here now for almost 30 years. I'm thrilled today because Mass General has been helping us care for homeless people for the last 27 years."

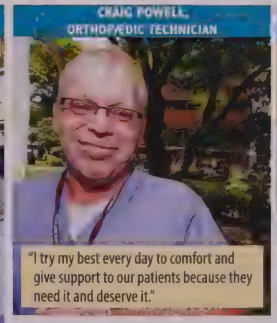

DANIEL MCCARTHY, POLICE AND SECURITY
"I'm proud to work at the number one hospital in the country and to provide a safe and secure environment for patients and employees while they're on campus."

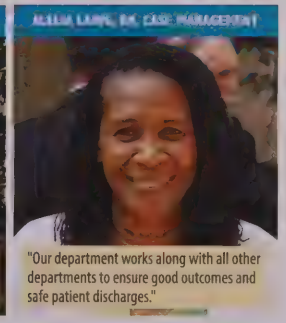

ABNER LOUISSAINT, MD, PHD, PATHOLOGY
"In the Pathology Department, I try to help MGH be the best it can be by providing accurate, efficient diagnoses for patients."

ALYS MYERS, CENTER FOR COMMUNITY HEALTH IMPROVEMENT
"I'm working on environmental initiatives at the MGH – trying to save green and green the hospital at the same time."

JERALYN LEVASSEUR, RESEARCH MANAGEMENT
"I remember that this is a large, complex hospital, and it can be frightening for a patient. So I try to be as kind and helpful as I can be."


JOSEFINA MARROQUIN, WHITE INFORMATION DESK
"I welcome people to the MGH every day because my job is to try to make people feel at home here – because that's what we are."


CRAIG POWELL, ORTHOPAEDIC TECHNICIAN
"I try my best every day to comfort and give support to our patients because they need it and deserve it."


ALELIA LAMB, RN, CASE MANAGEMENT
"Our department works along with all other departments to ensure good outcomes and safe patient discharges."

WHAT'S HAPPENING

ACLS courses

The Advanced Cardiac Life Support (ACLS) provider course is designed to offer caregivers the knowledge and skills needed to evaluate and manage the first 10 minutes of an adult ventricular fibrillation/ventricular tachycardia arrest. The MGH Department of Emergency Medicine is offering a two-day ACLS provider course Sept. 10 from 8 am to 3 pm in the O'Keeffe Auditorium and Sept. 24 from 8 am to noon in the Thier Conference Room. A recertification course will be held Sept. 29 from 8 am to 1 pm in the Founders Building, Room 130. For payment and other details, visit *www.massgeneral.org/emergencymedicine/education/acls.aspx*.

Citizenship classes

Free U.S. citizenship classes are being offered at the MGH on an ongoing basis thanks to a collaborative workforce development program between the Partners Human Resources and Community Health departments, the Jewish Vocational Service (JVS), and The Fish Family Foundation. For more information, contact Liz Hogan, citizenship coordinator, at 617-399-3223 or *ehogan@jvs-boston.org*.

IN GENERAL

Deane Marchbein, MD, an anesthesiologist at the MGH and the Cambridge Health Alliance, was recently elected president of the board of directors for Doctors Without Borders USA. Since 2006, Marchbein has been an active member of the international organization which provides health care and medical training in war-torn and impoverished countries.

Ryan Corcoran, MD, PhD, a research fellow in the Engelman Lab at the MGH, has been named a Damon Runyon Clinical Investigator by the Damon Runyon Cancer Research Foundation. The award is presented to early career physician-scientists conducting patient-oriented cancer research. Corcoran's goal is to develop new treatment strategies for BRAF-mutant colorectal cancer.

Alexandros Tzatsos, MD, PhD, an assistant in Genetics in the MGH Cancer Center, received a Young Investigator Award from Alex's Lemonade Stand Foundation, a nonprofit dedicated to finding cures for children with cancer. Tzatsos was honored for his work on epigenetic regulation of self-renewal pathways in hematopoietic and leukemic stem cells.

2009 Nobel Prize laureate **Jack W. Szostak, PhD,** of the Department of Molecular Biology and the Center for Computational and Integrative Biology, was elected to the American Philosophical Society, one of only 5,488 members elected since it was founded by Benjamin Franklin in 1743. The society promotes useful knowledge in the sciences and humanities through excellence in scholarly research, professional meetings, publications, library resources and community outreach.

Submit news tips and story ideas to *MGH Hotline*

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Social media buzzes with news of the rankings

WHEN NEWS BROKE about the MGH's No. 1 ranking, fans and followers of the hospital's Facebook and Twitter pages took to their computers, tablets and smartphones to send kind words of congratulations. Below is just a small sample of tweets and comments expressing warm wishes to the MGH. To follow the MGH on Twitter, visit *http://twitter.com/massgeneralnews*. To "like" the MGH on Facebook, visit *www.facebook.com/massgeneral*.

From Twitter:

@JohnKerry: great news for MA: big congrats to @MassGeneralNews for claiming #1 spot on the 2012-'13 @usnews "America's Best Hospitals" list

@jessgrondin: MGH has always had my vote! #thankful RT @MassGeneralNews News release: #MGH ranked #1 by @USNews http://t.co/cy4UkFQ3 #boston

@PG_Petros: @MassGeneralNews Once again we have proved we are the "City of Champions!" Congratulations to the staff at Massachusetts General Hospital.

@LindaGorhamRyan: @MassGeneralNews Congratulations to my work family. Today I celebrate thirty four years as a nurse with MGH. We keep getting better and better

@projecthopeorg: Congratulations@MassGeneralNews MT: News release: #MGH ranked #1 by @USNews http://t.co/rX7pHEuP and thanks for your #volunteer support!

From Facebook:

Helen M.: MGH saved my life. Drs. Barbara Smith, Gerry Younger and Simon Powell treated me at 31 for breast cancer and, equally important, like a total human being. They cured the cancer and nurtured the soul and always saw both as paramount. I am now 14 years cancer free with 2 amazing little boys. Thank you, MGH.

Julia V.: I agree with the #1 ranking, my husband is being treated at MGH for the past two yrs and the quality of care is unparalleled, from his team of Doctors, Nurses and support staff, they have treated us with tender loving care and respect ... thank you so much!

Donna S.: Congrats to a wonderful institution! We locals often forget just how lucky we are to have some of the best hospitals in the world right here in our back yard – and now the #1 hospital in the country! I have been a proud blue card carrier for years!!

Maurizio F.: They've finally confirmed what we all have known for years. MGH is #1 in this area and the country. Always been #1 in my family, nice to see them get the recognition they truly deserve. Congratulations to all the administrators and staff!! You deserve it!!

Project HOPE: Thank you Mass General for providing volunteers for Project HOPE that have provided care in Haiti after the earthquake as well as other parts of the world in need of medical care.

07.22.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

HEARTFELT THANKS: From left, Bethune, Kelleher and Harthorne

Healing the heart of a family

A LITTLE MORE THAN a year after losing her husband of 29 years to a sudden heart attack, Marilyn Kelleher simply couldn't shake the feeling that something else was wrong.

She was determined that their 20-year-old son, Patrick, have a thorough examination to ensure his heart was healthy. "There was just something in my head that told me that I needed to make sure Patrick was checked out," the Reading resident said. "I just knew something wasn't right. My husband Paul had the heart attack at the age of 56, and we just had so many questions about it."

Kelleher sought out MGH cardiologist J. Warren Harthorne, MD, for whom her sister had previously worked as an administrative assistant for seven years. He advised Patrick be brought in, and after an evaluation, Patrick was sent to the Electrophysiology Laboratory for extensive study.

Kelleher's "mother's intuition" was correct. Patrick was diagnosed with Wolf-Parkinson-White syndrome, which means an extra electrical pathway runs through the heart between the atria and ventricles. Although typically asymptomatic, the condition can present the risk of sudden cardiac death. Patrick underwent ablation therapy by Jagmeet Singh, MD, PhD, director of the Cardiac Resynchronization Therapy Program.

"That might have been Paul's problem – but we'll really never know," said Kelleher. "But we were lucky that Patrick was able to come here to have it taken care of." In May, while simultaneously marking the two-year anniversary of Paul's death and celebrating Patrick's new lease on life, Kelleher's friends decided to host a fundraising event to thank the MGH. "MGH has really wonderful doctors and nurses – they were all great," Kelleher said. "And Dr. Harthorne is just a fabulous human being. We are so thankful and very grateful and wanted to do something to give back."

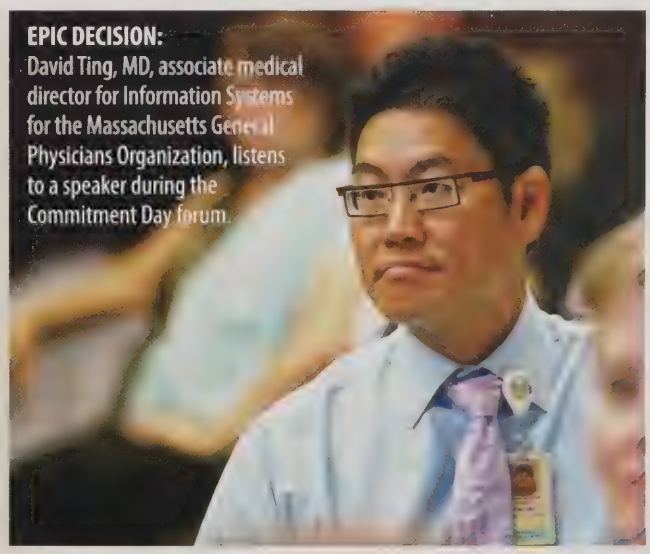
Cristina Bethune, BSN, MHA, nurse director of the Cardiac Electrophysiology and Pacer Lab, said the dinner-dance and silent auction event brought in $5,200 for the Pacemaker Lab Research Fund, which supports education opportunities for laboratory staff. "We are really appreciative," said Bethune. "This will help many of our nurses further their education." ■

Partners selects new electronic health record

AFTER MONTHS of thorough review and vetting, Partners HealthCare has signed a contract with Epic – a leader in health information technology that specializes in working with academic medical centers and health systems. Design and configuration work for the new electronic health record, called Partners eCare, will soon begin. It is expected to take five years before the system is fully implemented in 2017.

"Partners eCare – our new, next-generation electronic health record – offers opportunities to improve the safety, quality and efficiency of care across every part of our system," said Partners President and CEO Garry Gottlieb, MD, during a July 11 Commitment Day forum announcing the selection. "Partners eCare is vital to meeting

(Continued on page 2)



EPIC DECISION: David Ting, MD, associate medical director for Information Systems for the Massachusetts General Physicians Organization, listens to a speaker during the Commitment Day forum.

Parking garage changes announced

INCREASED PATIENT VOLUME has caused a significant shortage of available parking on a daily basis for MGH patients, their families and visitors – as well as staff. As a result, the MGH Parking and Commuter Office is leasing additional parking locations as a way to address the shortage and to ensure cost-effective employee parking for years to come.

Effective July 23, a series of changes will be made to the current parking program for day-shift employees. The changes are:

- Day-shift employees currently parking in the 99 Nashua Street or 100 Nashua Street lots who plan to leave before 6:30 pm will now park in the North Station garage underneath the TD Garden. Those who exit after 6:30 pm can continue to park in the Nashua Street lots.
- All employees who currently park in the Lomasney Garage in the value card program will park in the North Station garage if leaving before 6:30 pm, or the Nashua Street lot if exiting after 6:30 pm.
- Employees who are currently debit coupon users in the Nashua Street and Lomasney garages are encouraged to sign up for the automatic weekly payroll deduction, which will lower the cost to $83.50 per month.

Since July 23, members of the Parking and Commuter Service team have been on site at the Lomasney and Nashua Street parking garages to help answer questions about the changes. For more information visit *http://www.massgeneral.org/police*, call 617-726-8886 or visit the Parking Office, located in the Wang Building, Room 232.

IN MEMORIAM

Jean Onelli

JEAN ONELLI, coding quality specialist in the MGH Health Information Services Department (HIS), died June 30 at the age of 59. Onelli worked at the MGH for more than 30 years and, according to her MGH colleagues and friends, was known for her commitment, work ethic and compassion.

"Jean was a dedicated employee who gave her best in serving the Health Information Services Department and her co-workers in her day-to-day work life," says Deborah Adair, director of HIS. "As both a friend and colleague, Jean was kind and compassionate, dedicated and always searching for the source of truth."

Laura Prasnal, HIS coding specialist, recalls Onelli's love for Boston sports calling her "a true fan." Onelli held season tickets to root for her beloved Patriots, and when it proved difficult to obtain tickets to a home Red Sox game, she would travel to Maryland to watch them play. Prasnal says Onelli was also known for indulging her co-workers with sweets. "Candy was always available at her desk – Christmas candy, Halloween candy, or candy for no special occasion. The funny thing is that Jean maintained a healthy diet. The candy was for us – to give us a lift when things got tough," Prasnal recalls.

Bernice von Saleski, director of Coding for Partners HealthCare, says Onelli was proud to be part of the MGH family and notes her coding and quality specialist expertise was top-notch. "She was my right-hand person," von Saleksi says. "But, more importantly, she was also my friend. I'm glad she was in my life's journey."

Onelli is survived by her father, Peter J. Onelli of Dedham, a brother, four sisters and their families. A memorial service will be held at 10 am July 30 in the MGH Chapel.

— Electronic health record

(Continued from page 1)

the demands of a challenging marketplace and making ourselves as good as we can be in advancing our mission. It will also be a key component in helping us weave together our broader systemwide strategy focusing on care redesign and patient affordability."

The Commitment Day forum, attended by more than 130 leaders from across Partners, featured remarks from clinical and administrative leaders who highlighted a number of advantages of the new electronic health record. "The goal will be to realize a fundamental principle: that each patient will have a single record – one patient, one record – accessible everywhere throughout Partners," said MGH President Peter L. Slavin, MD.

Other institutions that work with the Epic system include Stanford, Duke, Johns Hopkins, Dartmouth-Hitchcock and NYU, which will enable MGH clinicians to collaborate electronically with colleagues to conduct multi-institutional research work.

"The benefit of Partners eCare for our doctors, nurses and care teams is that they will have at their fingertips everything they need to provide the very best care to our patients," said David Blumenthal, MD, chief health information and innovation officer at Partners, who leads the Partners eCare effort. "As our system looks for ways to improve the quality, safety and efficiency of our care, having better information will be foundational." ■

MGHers share career insights with campers

PHOTO COURTESY OF LIGHTHAUSER PHOTOGRAPHY

CAMP COUNSELING: MGH presenters, from left, DeLelys, Warren and Nancy Stark, director of staff development in the Department of Pathology

"IS IT A POTATO?"

The campers gathered around the table to get a closer look at the photograph that each was convinced was the vegetable. They were fascinated to discover it was actually a human kidney before an organ transplant operation. That was one of the many things hundreds of attendees learned from MGHers who volunteered during a special July 11 health career fair at Camp Harbor View, located on Long Island in Boston Harbor.

"We answered all kinds of questions about science and health. It was a great opportunity for them to learn about so many different kinds of jobs," says Michelle DeLelys, senior technologist in the Clinical Flow Cytometry Laboratory. "I think this program provides a good starting point for them as something to think about in the future."

DeLelys was one of 22 volunteers from across Partners HealthCare who attended the inaugural career fair. Sponsored by Partners Community Health, the Health Explorers program seeks to engage campers' curiosity about science, introduce them to the educational connections between school and health careers, and promote healthy choices and behaviors.

Gert Warren, medical technologist in the Histocompatibility Laboratory, says the campers were divided into small groups that rotated through the various speakers' tables every 10 minutes. The MGH group brought test tubes, lab coats and a poster display to exhibit and spark conversation. "It was a great experience," Warren says. "They were really smart, and many said they were interested in a career in health care. I was able to tell them that lab work is a really interesting field and that there are so many different labs that fit so many different interests."

Michelle Schwab MacDonald, supervisor of the Immunohistochemistry/Special Procedures Unit, shared stories of her "behind-the-scenes" job analyzing tissue samples to help patient care teams determine the best course of treatment. "They know about careers as doctors and nurses – all of the people they typically see – but there are so many opportunities out there. It was nice to be able to open their eyes to other options."

COMPREHENSIVE CARE: Skotko talks with patient Kayla Flinkstrom, 12

MGH and MG*f*C launch new Down syndrome program

THE MGH and MassGeneral Hospital *for* Children have launched one of the only comprehensive adult and pediatric Down syndrome programs in the nation, offering multiple clinics each week tailored to meet the unique medical and psychosocial needs of patients of all ages.

The day-long clinics are divided into four age groups, with the aim of creating an easier transition from pediatric to adult specialists as patients age, says Brian Skotko, MD, MPP, the program's co-director and medical geneticist. "By seeing patients from birth to old age, we also will be able to establish a research center of excellence, dedicated to advancing our understanding of the medical conditions associated with the extra chromosome," he says.

The Infant and Toddler Clinic, for patients from birth to 5 years old, focuses on educating the family and supporting early development. The Child Clinic maximizes health care and success in school for patients ages 5 to 13. The Adolescent and Young Adult Clinic, for ages 13 to 21, provides support and education as patients transition into adulthood and begin taking greater responsibility for their own care. And the Adult Clinic focuses on maintaining health for those 21 years and older and encourages them to become involved within their communities.

Pediatrician Allie Schwartz, MD, the program's co-director, says the initiative also is unique in that the clinics occur in the same location, where patients will be greeted by Ben Majewski, a self-advocate resource specialist who has Down syndrome.

"In addition to medical care, we are planning to become a leader in medical education, training the next generation of leaders in the care of people with Down syndrome," Schwartz says.

For more information visit *www.massgeneral.org/downsyndrome.* ■

WHAT'S HAPPENING

MGH Senior HealthWISE

MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: a lecture, "Dry Eye Disease," Aug. 2 from 11 am to noon in the Haber Conference Room with guest speaker Jason Rothman, MD, of Ophthalmic Consultants of Boston; a lecture, "From Scales to Scalpels," Aug. 16 from 11 am to noon in the Haber Conference Room with guest speaker Lisa Wong, MD, director of the Longwood Symphony Orchestra; and hypertension screenings Aug. 27 from 1:30 to 2:30 pm at the West End Library. For more information, call 617-724-6756.

Clinical Research Day abstracts

Sept. 16 is the deadline to submit abstracts for the 10th annual MGH Clinical Research Day, to be held Oct. 11. Submissions must be about clinical research conducted at the MGH and may include manuscripts published after Sept. 1, 2011. Prizes will be awarded in several categories during the event. For more information, call Suzanne Powell at 617-724-2900.

Citizenship classes

Free U.S. citizenship classes are being offered at the MGH on an ongoing basis through a collaborative workforce development program between the Partners Human Resources and Community Health departments, the JVS, and the Fish Family Foundation. For more information, contact Liz Hogan, citizenship coordinator, at 617-399-3223 or email *ehogan@jvs-boston.org*.

Joint Commission survey team visit

THE JOINT COMMISSION survey team arrived at the MGH July 23 for a weeklong, hospitalwide survey. The seven-person team visited numerous areas of the hospital including inpatient and ambulatory facilities, procedural areas and laboratories – as well as MGH health centers. While the official results were not available at the time of publication, the surveyors provided primarily positive feedback as well as some constructive recommendations.

"I would like to extend my deepest thanks to everyone for their hard work during the survey team's visit as well as your continued commitment to Excellence Every Day," says MGH President Peter L. Slavin, MD. "I am so proud of our staff who showed the dedication and commitment to providing quality, compassionate care that we give each and every one of our patients on a daily basis."

For more information about the Joint Commission survey, visit the Excellence Every Day site at *http://intranet.massgeneral.org/excellenceeveryday/*

British soccer team learns relaxation response

"BREATHE IN confidence and strength and let that fill you. As you breathe out, let go of any uncertainty or doubt."

That's what Molly Deisroth-Kim, CES, MS, clinical exercise physiologist at the Benson-Henry Institute for Mind Body Medicine (BHI) at the MGH, told members of the Liverpool Football Club during a relaxation response training exercise at the Four Seasons Hotel in Boston. The exercise was part of a July 17 session BHI gave the British soccer team while they were in town during a stop on their North American tour.

"Eliciting the relaxation response is a process in which you empty your mind of everyday concerns, focus on your breathing and repeat to yourself a calming word, phrase, prayer or activity," says Herbert Benson, MD, director emeritus of BHI. "By using the relaxation response, we can begin to control our physical and emotional reactions to stress.

Red Sox owner John Henry – who is also the principal owner of the Liverpool Football Club – and his wife Linda are long-time champions of BHI and thought the players would benefit from learning about the relaxation response.

"It is particularly useful for athletes, because there is a lot of stress in every game. We teach people how to use that to their advantage, how they can bring themselves back to the moment," Deisroth-Kim explains. "If you didn't make that goal yesterday, it doesn't matter. This moment is all that matters. Athletes who can regularly elicit the relaxation response and visualize success often find they spend more of their playing time 'in the zone,' so to speak. By being in the moment they can unleash their natural abilities and practiced skills."

PHOTO COURTESY OF GREG FINCIONNE, MD

TRAINING TECHNIQUE: Deisroth-Kim leads the group during the relaxation response training.

For more information on the relaxation response and other programs offered by BHI, call 617-643-6090 or visit *www.massgeneral.org/bhi*.

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A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

RISING TO THE OCCASION: Christy Egun, director of Boston Partnerships at the Center for Community Health Improvement, left, hugs Arias at the Summer Jobs orientation.

MGH Summer Jobs program in 22nd year

BENNI ARIAS entered the MGH Summer Jobs orientation in early July with confidence, ready to begin his fifth year in the program and his fourth year in MGH Police, Security and Outside Services. Working with supervisors Jennifer Goba and Rebecca Colburn, Arias helps patrol both the Main Campus and Charlestown Navy Yard and assists with security calls. His experience with the department has inspired him to pursue a degree in criminal justice when he enters Framingham State University this fall.

"I like helping people," says Arias. "I've learned new skills and passed my First Response training course. Each summer I have more responsibilities, and I rise to the occasion."

Arias is one of more than 150 students involved in this year's Summer Jobs program, which runs from July 9 to Aug. 17. At the Summer Jobs orientation, District 7 Boston City Councilor Tito Jackson provided opening remarks, encouraging students to unlock their potential and take advantage of the career opportunities at the MGH.

"Everyone has to take a personal interest in making yourself better," he told the students.

The MGH is the city's largest health care employer, and as part of Boston Mayor Thomas Menino's Summer Jobs Campaign, it also is the city's largest employer of youth in the summer. The Summer Jobs Program, now in its 22nd year, is overseen by the Center for Community Health Improvement. ■

Bruins player surprises pediatric patients

MASSGENERAL HOSPITAL *FOR* CHILDREN recently welcomed Shawn Thornton, left wing for the Boston Bruins. Thornton visited children July 26 in the Ellison 18 inpatient pediatric unit and the Yawkey 8 Pediatric Hematology-Oncology Clinic. He autographed pictures, shared stories from this past season and handed out Boston Bruins goodie bags. The children said they were thrilled to spend time with the hockey player.

"My nurses in proton therapy told me you were here to make me feel better," one child said to Thornton.

SCORING SMILES: Patient Abigail Mueller, left, with Thornton

VIC awarded funding for Type 1 diabetes research

THE VACCINE & IMMUNOTHERAPY CENTER (VIC) at the MGH is committed to projects that accelerate vaccine and immunotherapy development, including those dedicated to finding improved treatment options for people with Type 1 diabetes, an autoimmune disease in which a person's pancreas stops producing insulin.

POZNANSKY

Patients have to manage this disease through careful diet and exercise, as well as daily insulin injections. However, researchers are investigating a potential treatment option of pancreatic islet transplantation, where a patient receives a new set of pancreatic cells that produce insulin. While this is hoped to eliminate the need for the insulin shots, the patient would have to take medications to ensure his or her body did not reject these cells.

VIC currently is working on a new method that may allow islet transplantation without the need for lifelong immunosuppressant drug therapy. This would also eliminate complications associated with these medications. "VIC is excited about this collaboration and the impact it may have in accelerating the development of a broadly applicable cure for Type 1 diabetes," says Mark Poznansky, MD, PhD, VIC's founder and director.

CHEN

To aid in its investigation, VIC recently was awarded $500,000 in funding through a two-year Strategic Research Agreement from the Juvenile Diabetes Research Foundation (JDRF), a global organization that supports the most promising opportunities for curing, treating or preventing Type 1 diabetes.

"JDRF's Strategic Research Agreements were created to provide funding for investigators to address critical gaps and challenges for potential breakthroughs," says Poznansky. "This partnership between VIC and JDRF scientists aims to help address roadblocks and accelerate JDRF's mission."

The work is being led by Poznansky and Tao Chen, MD, research associate at VIC, and in close collaboration with James Markmann, MD, PhD, chief of the Division of Transplantation, and David Sachs, MD, director of the Transplantation Biology Research Center.

IN MEMORIAM

George Taylor

GEORGE TAYLOR, an office assistant in the Center for Integration of Medicine and Innovative Technology (CIMIT) and the Wellman Center for Photomedicine, died July 25 at the age of 67. Taylor worked at the MGH for 15 years and will be remembered for his strong work ethic, sense of humor and kind demeanor.

Taylor was well-known around the MGH campus for wearing his trademark Yankees' baseball cap as he pushed his delivery cart during daily rounds, transporting mail, food, paperwork – whatever departments needed. "He knew everyone, and he knew how to get a job done," says Beverly Dammin, administrative assistant in the Wellman Center. "He was the quintessential ambassador for the entire hospital – excellent with children, patients, staff and visitors alike. His grin and personality were contagious."

According to Dammin, one of Taylor's many successes in life was to overcome a challenging childhood spent in state custody after being abandoned by his stepmother at a very young age. Becoming independent and working at the MGH was one of his greatest pleasures in life, and the friends he made here became his family.

"He loved to socialize and was never without a story or tale to tell," says Marybeth Nolan, administrative assistant at CIMIT. "There was nothing he would not do for anyone who asked and enthusiastically volunteered his services. He was a good and loyal person with a loving and caring heart. No words will ever capture how much he will be missed."

A favorite story among Taylor's co-workers dates back to 2004 when they made a bet with him that if the Red Sox – who he jokingly referred to as the "Red Flops" – beat the Yankees in the World Series, he would have to lock his blue and white baseball hat away in an office and instead wear a bright pink Red Sox hat for an entire week. "Many at the MGH may remember his chagrin, but he loved all of the attention he was given," Dammin says.

A remembrance of Taylor's life is scheduled for Sept. 14 from 3 to 5 pm in the Thier Conference Room. All are invited to share memories and stories.

Leadership meeting highlights survey, U.S. News rankings

WITH THE JOINT COMMISSION survey following on the heels of the release of the *U.S. News & World Report* rankings, the last two weeks of July were particularly memorable for MGHers. These two topics – along with state and national health care policy, the hospital's financial performance and the MGH/MGPO Strategic Planning process – were the focus of the July 30 leadership meeting.

MGH President Peter L. Slavin, MD, kicked off the meeting by explaining the methodology behind the *U.S. News & World Report* "Best Hospitals" rankings and giving an overview of MGH's movement in the rankings over the last decade. "This past year we actually tied with Johns Hopkins with 30 points. But since we were ranked in 16 specialties, and they had only 15, that was the tiebreaker that determined we were the No. 1 hospital in the country," said Slavin.

Although the No. 1 ranking by *U.S. News* is an honor, Slavin noted it is one of many ranking systems. "We need to take this with a grain of salt. The last thing we want to see as a result of this is for us to be complacent in any way. We all recognize that our real competition is cancer and heart disease and mental illness – all the diseases that affect our patients and their loved ones."

Slavin then moved to the topic of health care policy. He highlighted state legislation – which passed the next day – that aims to keep health care spending increases on pace with the growth of the overall state economy and shared some of the projected advantages and disadvantages of the bill. He also discussed the recently upheld Affordable Care Act, explaining that, while it would not greatly affect Massachusetts because it already has its own health care law in place, it is creating challenges for other states.

Next, John Belknap, director of Corporate Compliance, provided details about the Joint Commission survey that took place the week of July 23. Belknap commended the survey team for being collaborative and complimentary but noted they were very stringent in applying their standards. "They did identify a number of places where they're asking us to look a little bit more closely to see if we have room for improvement."

"All of you should be extremely proud of the way you and your teams performed – not only during the survey, but 'Excellence Every Day.'"

— John Belknap

Belknap shared a summary of the Joint Commission findings, emphasizing that they are preliminary and may change. "All of you should be extremely proud of the way you and your teams performed – not only during the survey, but 'Excellence Every Day,'" said Belknap.

In addition to the news of a generally positive survey, Sally Mason Boemer, senior vice president of Finance and MGH Cancer Center, shared that the MGH is having a strong year financially. "It is due to a combination of some one-time items – that we don't necessarily think will repeat themselves – and strong volume in a year when we managed the rate of expense growth not necessarily counting on that level of volume."

Fiscal year 2012 has provided a strong base for developing the 2013 budget, said Mason Boemer. The main challenge the hospital faces is ensuring that unit costs are in line with market expectations and long-term affordability.

The closing presentation was given by Ann Prestipino, senior vice president for Surgical and Anesthesia Services and Clinical Business Development, who gave an update on the MGH/MGPO Strategic Planning process, an institutionwide effort that will guide decisions in the years ahead. Work to date has included the review of major internal and external trends and interviews of more than 40 key individuals at the MGH, which led to the development of an MGH case study. MGH administrative, clinical and Board of Trustees leadership as well as leadership from Partners reviewed this case study during an April retreat and identified key questions that must be answered going forward.

Staff now are launching six workgroups that will focus on the following priorities: redesigning the delivery system for population health, differentiating MGH episodic care, improving integration of the clinical and research missions, organizing research for the greatest impact and success, redefining the teaching model to prepare trainees for the changing health care landscape and explicitly linking community to other MGH missions.

"With the help and input of the many talented members of the MGH community, we are excited to move forward in the next phase of this process," says Prestipino. ■

Short-stay unit opens

TO HELP ADDRESS growing Emergency Department (ED) volume and ongoing capacity challenges throughout the MGH, a new Short Stay Patient Care Unit has been created on Bigelow 7, the former home of the Gynecology/Oncology Unit. The GYN/ONC unit now is located on Phillips House 21.

The unit, which opened July 30, features 18 beds that will augment the existing 14 observation beds on the Bigelow 12 ED Observation Unit. This addition increases the total short-stay observation beds at the MGH to 32.

"The opening of the Short Stay Patient Care Unit is particularly timely, as ED patient volume has grown by more than 7 percent in the past year," says Theresa Gallivan, RN, associate chief nurse in the ED. "This new unit is essential in providing patients with the best environment tailored to their specific needs to enable a safe and effective recovery."

Short-stay patients require observation in the hospital for 24 hours or less for diagnoses such as asthma, cellulitis, chest pain, deep vein thrombosis or head trauma.

"Many short-stay adult patients previously either remained in the ED for prolonged periods before discharge or were placed into inpatient beds on floors all over MGH, thereby contributing to crowding," says David Brown, MD, vice chair of Emergency Medicine. "This new unit allows us to care for these patients in a more appropriate location that will promote safety, quality and efficiency of care."

The unit was developed as a collaborative effort between multiple departments, including Emergency Medicine, Emergency Nursing, Patient Care Services, Case Management, Admitting, Information Systems and Pharmacy.

TAILORED TREATMENT
Staff in the Short Stay Patient Care Unit

WHAT'S HAPPENING

Blum Center events

The Maxwell and Eleanor Blum Patient and Family Learning Center is offering the following free programs: "Prescription and Nonprescription Pain Medications," part of the National Health Observances series, Sept. 5 with speaker MGH nurse specialist Paul Arnstein, RN, PhD, and a Sept. 12 harp music performance by MGH volunteer Becky Wertz. All programs run from noon to 1 pm in the Blum Center in the White Building, Room 110. For more information, call 617-724-7352.

Pharmacy Blood Drive Challenge

The MGH Blood Donor Center is seeking participants for its Pharmacy Blood Drive Challenge throughout August. Participating teams earn one point for each whole blood donation and two points for platelet donations. Also during the month of August, all blood donors will be entered to win a pair of tickets to the Blue Man Group at the Charles Playhouse and will receive a coupon to get a second ticket at half price with the purchase of one. For more information, call 617-724-9699 or email *mwentworth@partners.org*.

Latest issue of *Proto* available

The summer 2012 issue of *Proto*, the MGH's quarterly science magazine, is now available online at *www.protomag.com* or as a free iPad application at *www.protomag.com/ipad*.

Portraits in Primary Care

The John D. Stoeckle Center for Primary Care Innovation "Portraits in Primary Care" program honors members of the MGH primary care community who make contributions to primary care in a remarkable way, every day. The deadline to nominate staff is Aug. 29. For more information, access *https://stoecklecenter.wufoo.com/forms/portraits-in-primary-care-2012/*.

IN GENERAL

Francis Delmonico, MD, senior surgeon in the Division of Transplant Surgery, has been elected president of The Transplantation Society, the premier international organization for the worldwide advancement of transplantation which represents more than 100 countries. Delmonico also has been appointed as an advisor to the World Health Organization for organ donation and transplantation.

Joseph Betancourt, MD, MPH, director of the MGH Disparities Solutions Center, has been named to the inaugural class of the W. Montague Cobb/National Medical Association Health Institute Senior Fellows. The fellowship honors the top 25 individuals in the nation who have distinguished themselves by addressing health care disparities through research, clinical care and mentoring.

The Scientist has ranked the **MGH** fifth on its 10th annual Best Place to Work in Academia survey, the only institution in the northeast on the list. For the past 10 years, *The Scientist's* Best Places to Work in Academia surveys have asked academic researchers to highlight the aspects of work they value the most – such as support, access to great research, and collaborations – as well as areas they wish their institutions would improve, such as appropriate family-care policies. In the current survey, MGH's strengths are peer researchers and job satisfaction. Full survey results appear in the August issue and online at *www.the-scientist.com*.

Joan Quinlan, executive director of the MGH Center for Community Health Improvement, has been named a 2012 Champion in Health Care in the category of community outreach by the *Boston Business Journal*. The Champions in Health Care program is an annual tribute to leading health care professionals who help make the Boston-area medical community first-class. The award ceremony will be held Aug. 23.

MGH Award in Cancer Research presented

CRAIG B. THOMPSON, MD, president and chief executive officer of Memorial Sloan-Kettering Cancer Center, received the seventh annual MGH Award in Cancer Research on June 28. Presented by Daniel Haber, MD, PhD, director of the MGH Cancer Center, the award is given in memory of Nathan and Grace Shiff – parents of a former MGH research fellow – in recognition of outstanding contributions and achievements in cancer research.

Thompson is a medical oncologist with extensive research experience in cancer, immunology and translational medicine. He and his lab have pioneered the study of the BCL2 family of oncogenes and their role in regulating cell survival. His laboratory currently is focused on investigating the metabolic requirements of dividing cells and defining the molecular signaling pathways that regulate nutrient uptake. Thompson is a member of the Institute of Medicine, the National Academy of Sciences and the American Academy of Arts and Sciences.

RESEARCH RECOGNITION: Haber, left, and Thompson

Submit news tips and story ideas to *MGH Hotline*

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STUDENT SCIENTISTS: This year's class of trainees with Olson, far left, Slavin, center, and Williams, far right

Summer Research Trainee Program celebrates 20 years

FOR THE PAST 20 YEARS, some of the best and brightest young college and medical students from diverse backgrounds have participated in the annual Summer Research Trainee Program (SRTP) at the MGH. The highly competitive, eight-week program pairs participants with MGH faculty preceptors to conduct research projects in basic science, clinical research or health policy. The goal is to build a pipeline to academic biomedical research careers for students whose ethnicities are underrepresented in the field of medicine.

"This was our most competitive class to date," said Elena Olson, executive director of the Multicultural Affairs Office (MAO), which sponsors the SRTP with support from the President's Office, the Executive Committee on Research and the MGPO.

Olson and her staff guide the logistics of the program, while Winfred Williams, MD, a senior transplant nephrologist and co-chair of the MAO Advisory Board, serves as faculty adviser.

On Aug. 1 and 2, at the end of this year's session, 15 students presented their projects to classmates and members of the MGH research community, including a panel of MGH staff members serving as judges.

Topics ranged from health policy – such as "Improving Quality and Safety for Diverse Populations: An Innovative Interprofessional Curriculum," by Daniela Delgado, a University of Miami student who worked with the MGH Disparities Solutions Center – to basic research: "Abnormal Interactions between Huntingtin and Histone Deacetylases as an Underlying Mechanism of Transcriptional Dysregulation in Huntington's Disease," by Ghazaleh Sadri-Vakili, PhD, a Harvard University student who conducted her project under the guidance of MGH Neurology.

Peter L. Slavin, MD, MGH president, joined the second day of activities to hand out certificates and congratulate participants on completing the program. "We hope that each and every one of you has had a great experience here. It is also a great learning experience for us, and we hope you will consider training and working here in the future," Slavin said.

The SRTP receives additional support from the departments of Medicine, Emergency Medicine, Anesthesia, Critical Care and Pain Medicine, and Pathology. For more information, visit *www.massgeneral.org/mao.* ■

SPEAKING OUT:
From left, Betancourt, Lindholm and Hargraves

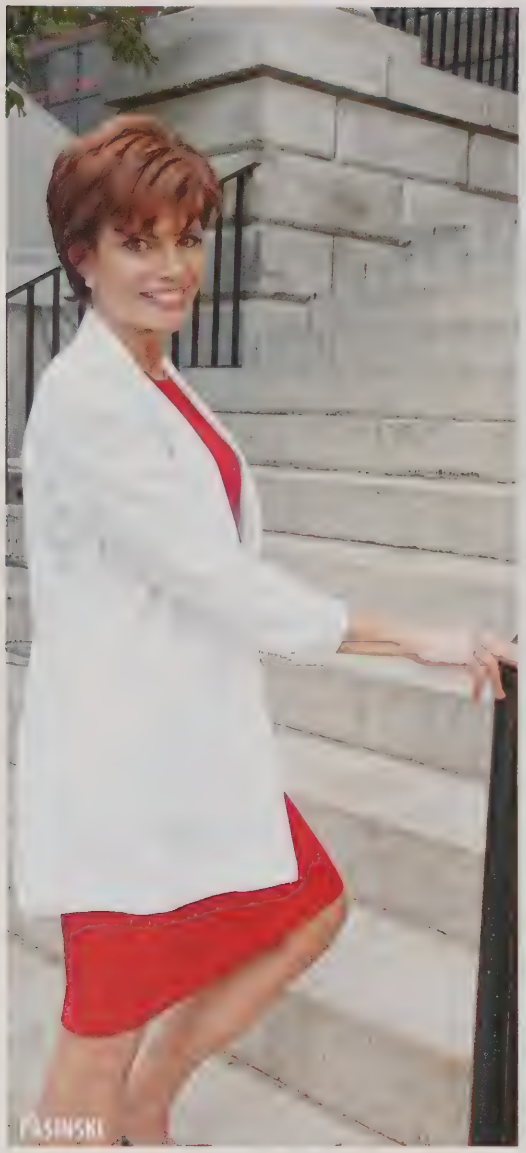
Medical interpreters key to quality care

"ADMISSION AND DISCHARGE are two really important times for any patient," began Lee Hargraves, PhD, research associate professor of Family Medicine and Community Health at the University of Massachusetts Medical School. "When there is a language barrier and there is no professional interpreter present, it can result in undesirable outcomes."

Hargraves and his colleague, Mary Lindholm, MD, spoke at an Aug. 7 meeting in the Sweet Conference Room as part of the MGH Disparities Solutions Center's (DSC) seminar series, "Racial and Ethnic Disparities: Keeping Current."

Lindholm explained that a recent study found the length of a stay in the hospital for limited-English-proficiency patients is one-and-a-half days longer when professional interpreters are not used at admission and discharge. "We also saw that this population was roughly 10 percent

(Continued on page 3)



Boosting metabolism at work

WHILE MANY employees at the MGH are on their feet during their entire shift, a large number sit behind a desk for hours on end. Research has shown that sitting for extended periods may not only negatively affect health but also may prematurely shorten lifespan.

MGH neurologist Marie Pasinski, MD, tackled this growing problem in a July 27 *Huffington Post* article, offering five ways for individuals with desk jobs to incorporate more activity into their workday. "While regular exercise is still important for good health, prolonged sitting is an independent risk factor for poor health that is often ignored," Pasinski says in the article. "Your metabolism is continuously attuned to your level of physical activity. Prolonged sitting raises blood glucose, insulin and triglyceride levels, all of which promote inflammation and wreak havoc throughout your body."

Pasinski said promising studies show people can improve their metabolism by interrupting prolonged bouts of sitting with brief periods of activity, which can lower blood sugar and insulin levels. Here are her five tips to increase activity:

1. **Stand up to chat it up**
   Instead of sitting at a desk, stand up during telephone calls – spending more time standing can jumpstart metabolism. Remember that maintaining good posture helps strengthen the body's core muscles and also promotes self-confidence and positive thinking. For more of a challenge, pace back and forth or take a stroll around the room.
2. **Pretend the elevator is out of order**
   Stairs are the best piece of workout equipment a workplace has to offer. For an added benefit, take the stairs two at a time.
3. **Who needs the gym when you have a wall?**
   Don't have time to go to the gym during lunch, but still want to add a little tone to your muscles? Try doing sets of wall-sits and wall pushups between meetings.
4. **Go out for lunch**
   Studies show spending time outdoors is associated with improved mental well-being, increased energy and decreased tension and depression. The idea is to spend less time behind your desk and more time in new surroundings.
5. **Add ankle weights to your wardrobe**
   Get a workout at work by wearing ankle weights beneath work pants, or strap them around your wrists.

MGHers share Muslim tradition

AS THE HANDS of the clock moved to 8:04 pm on Aug. 1, the MGH community shared in Iftar, the communal breaking of the daily fast during the Muslim holy month of Ramadan. The fast traditionally means abstaining from food and water from dawn to sunset.

This year, some 100 guests joined the ceremony in the Thier Conference Room, sponsored by MGH Human Resources and supported by the Chaplaincy Department. As Muslim attendees prayed, others quietly observed the tradition. After the prayers, all enjoyed traditional Middle Eastern food provided by Nutrition and Food Services.

"MGH is a unique place where you can see the acceptance of diversity in action through events like this," says Firdosh Pathan, RPh, of the MGH Pharmacy, who helps organize the annual ceremony. "Muslim staff, patients and members of the community feel very strongly about being embraced as part of the mainstream population. Events like this help provide a sense of acceptance." ■

SUNSET CEREMONY: Attendees pray during Iftar

IN MEMORIAM

Michele Pepin, RN

MICHELE PEPIN, RN, a beloved, longtime staff nurse on the Cardiac Intensive Care Unit, died unexpectedly July 24 at the age of 54. She is remembered by colleagues for her expertise, energy and above all, her big heart. This was her 30th year at the MGH.

"Michele was so smart. She was quick-witted and able to lighten any situation, which was one of the things we loved about her. She was full of humor and, at the same time, had so much compassion," says Erica Edwards, RN, who worked with Pepin for 25 years. "She laughed with her patients and their families, but she also cried with them."

Edwards says Pepin treated patients as if they were family and would go above and beyond to make them feel cared for, keeping in touch after they were discharged. "She was always thinking of others and often would do something special for patients and their families, like sending a card when a patient was married or knitting a baby blanket for one patient's new grandchild."

In addition to knitting gifts for her patients, Pepin made hats and scarves for soldiers serving overseas – like her son, Matthew. Outside of work, she loved spending time and traveling with her family and enjoyed bicycling and kayaking.

"I knew Michele for 30 years," says Donna Sweeney, RN. "She was extremely energetic and always a team player who was willing to help everyone out. When my husband was dying four years ago, she came and sat with me at the hospital for four days straight. She was that kind of person. She had a big heart. Patients and their families just loved her. You couldn't ask for a better nurse."

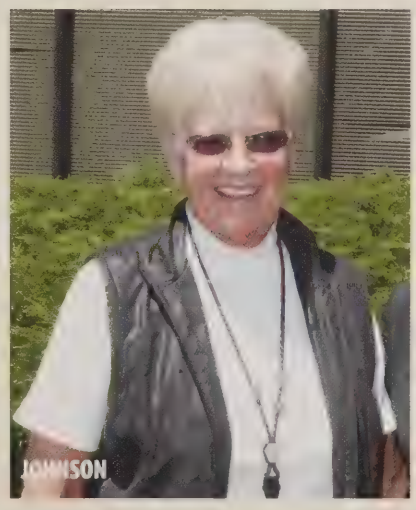
Pepin, who was a resident of West Bridgewater, Mass., grew up in Stratford, Conn. She received her nursing degree from the Bridgeport Hospital School of Nursing and later attended Curry College, where she graduated with a bachelor's degree in 2000. Edwards says Pepin inspired her to go back to school as well.

Nursing was a family affair for Pepin; her husband of 28 years, Michael, is a retired nurse who worked for the VA Boston Healthcare System, and her daughter Jessica is a nurse at Beth Israel Deaconess Medical Center. Pepin also is survived by her son Matthew and his wife Ashley, her daughter Jillian and many nieces and nephews.

MGHer earns master's at age 70

MARGO JOHNSON'S bucket list just got a little shorter.

After five years of hard work and dedication, on June 3, the 70-year-old administrative assistant at the MGH Chelsea HealthCare Center received her master's degree in health care management from Cambridge College. With the support of MGH's tuition reimbursement program, Johnson says she worked her way through the program by taking two to three courses at a time.



"It was a personal goal that I wanted to accomplish," Johnson says. "I thought about it for many years, but it wasn't until my administrative director at the time went and got hers that I thought, 'Oh my gosh, I can do that too.' It's so important that people know it's never too late to expand your education, thanks to the MGH."

While her nights and weekends were spent in the classroom or studying, Johnson's days were and continue to be dedicated to advancing the health and well-being of Chelsea residents through her work in the adolescent and pediatric unit. She also helps run the annual MGH Summer Safety and Bike Event, staffs the Chelsea Network Health Fair and oversees Family Literacy Day at the public library. In honor of her community efforts throughout the years, Johnson was awarded the MGH Chelsea HealthCare Center Shining Star Award during a recent awards day.

"All of the community events – I just love them," Johnson says. "It's great to work on something to make it happen. Whether it's education or within your community, it's just never too late to make anything you want happen."

— *Disparities*

(Continued from page 1)

more likely to be readmitted."

Possible reasons for these statistics, they both noted, are that medical staff may have trouble accurately diagnosing a patient if there is a language barrier during the admission process, and if there is no professional interpreter during discharge there could be confusion regarding a patient's care plan or medication.

"The study and this discussion are important because we are now seeing clear evidence that language barriers affect quality, safety and cost," said Joseph Betancourt, MD, MPH, director of the DSC. "These issues are taking on greater importance as we enter a new era of health care system change and accountability. We all need to do a better job of providing interpreter services to those who need them."

The DSC seminar series aims to disseminate the latest information about practices, research findings and health policy updates related to efforts to reduce disparities. The forums feature presentations from experts in the field as well as context, perspectives and opinions from key health care stakeholders. For more information about the DSC, visit *www.mghdisparitiessolutions.org.* ■

WHAT'S HAPPENING

Partners in Excellence nominations

Partners in Excellence (PIE) nominations are now being accepted online for individuals or teams. The PIE awards honor employees for their outstanding work to support the success of Partners HealthCare. For more information, visit *http://pulse.partners.org.*

Workshops for teens

The Benson-Henry Institute for Mind Body Medicine's Education Initiative will host "Extra Edge" workshops to teach teens skills to reduce anxiety related to taking tests, performance and other daily life pressures Aug. 22 from 10:30 to noon, Aug. 28 from 2:30 to 4 pm and Sept. 13 from 4 to 5 pm at 151 Merrimac St. For more information or to register, contact Rana Chudnofsky at 617-643-6068 or *rchudnofsky@partners.org.*

Clinical IRB roundtable

The MGH Clinical Research Program is offering a special IRB roundtable discussion Sept. 10 from noon to 1 pm in the Simches Center, Room 3.110. Participants will have the opportunity to meet the protocol administrators, team leaders and managers of the Partners Human Research Office. Register at *http://hub.partners.org/catalog.*

IN GENERAL

Warren M. Zapol, MD, director of the Anesthesia Center for Critical Care Research, has been reappointed by President Barack Obama to a four-year term as a commissioner of the U.S. Arctic Research Commission. The group works to develop and recommend an integrated U.S. national Arctic research policy and advises federal agencies on Arctic research goals. Zapol has been the member of the commission focusing on Arctic health since 2008 and has worked to advance mental health programs in the Arctic and improve the provision of water and sanitation in Arctic villages.

Martin S. Hirsch, MD, of the MGH Division of Infectious Diseases, has been selected to receive the 2012 Alexander Fleming Award for Lifetime Achievement from the Infectious Diseases Society of America during its annual meeting in October. The award recognizes Hirsch's major contributions to the acquisition and dissemination of knowledge about infectious diseases.

For the third consecutive year, the **MGH Institute of Health Professions** has been named one of the best colleges to work for in the nation, according to a new survey by *The Chronicle of Higher Education.* This year, the institute received special recognition in Compensation and Benefits for providing employees a fair wage and benefits to meet their needs, as well as in Facilities, Workspace and Security, for having facilities that adequately meet needs, maintaining a pleasing campus appearance and taking steps to provide a secure environment.

Biju Parekkadan, PhD, an assistant bioengineer in the Center for Engineering in Medicine, is a recipient of the Presidential Early Career Award for Scientists and Engineers, the highest honor given by the U.S. government for professionals in the early stages of their independent research careers. The award recognizes Parekkadan's innovative approach to stem cell research using bioengineering principles and tools. His inventions are the foundation for new products being developed for clinical use in immunological diseases and regenerative medicine.

Submit news tips and story ideas to *MGH Hotline*

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Charlestown students receive leg up from scholarships

AFTER HELPING her mother, Pauline, through chemotherapy, Charlestown resident Caitlee Carrier knew a career in health care was the right decision for her. "I was meant to be in health care," she says.

Carrier and Sarah Shaheen, also a Charlestown resident, have been named recipients of the 2012 Partners HealthCare Charlestown Merit Scholarship. Carrier, who received a $3,500 scholarship, is pursuing her bachelor's degree in health care management at Elms College in Chicopee, where she will enter her junior year in September. Shaheen is attending MGH Institute of Health Professions, where she is in the Doctor of Physical Therapy Program. She received a $2,500 scholarship.

The two women were awarded the scholarships during a July 25 event at the institute's Charlestown Navy Yard campus. This is the third year that three Partners HealthCare affiliates – the institute, MGH Charlestown HealthCare Center and Spaulding Rehabilitation Hospital – have collaborated to present these awards. The scholarships are given to Charlestown residents who have completed at least two semesters in a program of study leading to a non-physician health career at the associate degree level or higher and who have demonstrated leadership qualities through community service. The program has grown from one $1,500 award nine years ago to the current two awards totaling $6,000.

SUPPORTING SCHOLARS: From left, IHP President Jan Bellack, RN, PhD, FAAN; Carrier; Massachusetts Sen. Sal DiDomenico; Shaheen; Oz Mondejar, vice president of Human Resources and Community Relations for Partners Continuing Care and Spaulding Rehabilitation Hospital; and Lorenzo Lewis, MD, director of MGH Charlestown HealthCare Center

08.17.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Interpreters receive national certification

WHEN ALMA MCDONALD first heard about the new national certification program for medical interpreters she immediately decided to pursue the achievement. "I was thrilled, really thrilled when I passed the test," McDonald says. "In reality it doesn't change the work we do, but it was a goal of mine that I've had for quite a few years, and it was great to work toward it and achieve it."

McDonald and six of her colleagues – Andrew Beggs, Felix Duran, Elizabeth Ramirez, Lisbeth Rodriguez, Abraham Rozanes and Dennis Trujillo – recently became the first MGH Interpreter Services staff members to become nationally certified by the National Board of Certification for Medical Interpreters.

Medical interpretation as a profession is relatively new but has grown tremendously over the past 15 years, says Anabela Nunes, director of MGH Interpreter Services. For the past three years, interpreters, administrators and clinicians from across the county have been collaborating to standardize the profession. "Previously we would take it upon ourselves at MGH to test and assess new staff members," Nunes says. "Every hospital had a slightly

(Continued on page 4)

HIGH STANDARDS: From left, Rozanes, McDonald, Duran, Trujillo, Beggs

LUNDER LANDMARK: Top row, from left, Peter Dunn, MD, executive medical director of Perioperative Services; Maureen Hemingway, RN, OR clinical nurse specialist; Kristen Provost, RN; Curry; and Scott Farren, RN, clinical nurse manager for Neurosurgery and Vascular Surgery. Bottom row, Morrissey; Christina Simon, surgical technologist; Michele Szabo, MD, Anesthesia; and Jeremy Herrington, MRT, Radiology

Lunder OR iMRI milestone

ON AUG. 1, MGH staff performed the first surgical case in the Lunder Building using intraoperative magnetic resonance imaging (iMRI). The portable iMRI machine, which can move between operating rooms (OR) 86 and 87 on Lunder 4, allows surgeons immediate access to detailed, real-time images – enhancing the accuracy, safety and efficiency of complex surgical procedures. It is estimated that only 20 hospitals nationwide have iMRI capabilities.

"iMRI has been used before at the MGH, but it didn't work the way we needed it to and wasn't as powerful," says Lisa Marie Morrissey, RN, nursing director for the OR. "Thanks to the collaboration of many departments and months of preparation and training, the first procedure using iMRI in the Lunder went smoothly and successfully."

The technology enabled neurosurgeon Will Curry, MD, and a multidisciplinary team to clearly see the patient's brain tumor while removing it, reducing the risk of damaging other parts of the brain and helping confirm the successful removal of the entire tumor.

"The image quality was fantastic, and the process was seamless," Curry says. "The capacity to perform high-resolution intraoperative MRI will help make tumor resection more thorough and safer, further improving patient outcomes."

This first procedure was the culmination of efforts of an extensive interdisciplinary team – including staff from OR Administration, Imaging, Clinical Engineering, Perioperative Nursing, Neurosurgery and Anesthesia, Critical Care and Pain Medicine – in conjunction with NBBJ Architects and Turner Construction. ■

Program improves food choices

MGH NUTRITION AND FOOD SERVICES launched the "Choose Well, Eat Well" program in 2010 to encourage more healthful food choices by MGH employees, patients and visitors patronizing the Eat Street Café and other food service sites. A study published earlier this year confirmed that purchases of more healthful items increased after the program's introduction, and now an Aug. 7 study in the *American Journal of Preventive Medicine (AJPM)* reports that the program's success includes employees from all socioeconomic statuses and racial and ethnic groups.

"These findings are important because obesity is much more common among Americans who are black or Latino and among those of low socioeconomic status," says Douglas Levy, PhD, of the Mongan Institute for Health Policy at MGH, lead author of the report. "Improving food choices in these groups may help reduce their obesity levels and improve population health."

"Choose Well, Eat Well" was implemented in two phases. In March 2010, color-coded labels were attached to all items in Eat Street Café – green signifying the healthiest items, such as fruits, vegetables and lean meats; yellow indicating less healthy items; and red for those items with more negative than positive nutritional characteristics. The second "choice architecture" phase, which began in June 2010, focused on cold beverages, pre-made sandwiches and chips – items likely to be purchased by customers influenced by convenience. Green items were displayed at eye level while yellow or red items were placed below eye level *(see photo)*. Additional baskets containing bottled water were placed near hot food stations.

The current study analyzed data reflecting purchases by more than 4,600 MGH employees enrolled in the Platinum Plate program, which allows purchases through payroll deduction. Although no information that could identify a particular employee was available to the research team, based on human resources data, employees were categorized by race or ethnicity and socioeconomic status associated with job type and education level.

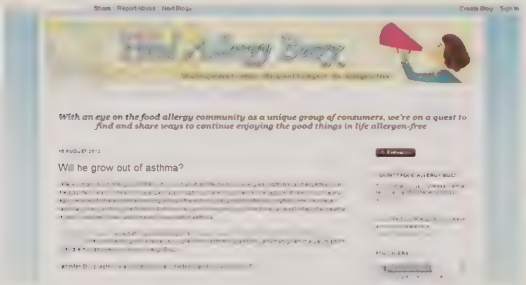
CHOOSE WELL: Before, at left, sugar-sweetened soft drinks and juices were mixed together with diet beverages and low-fat items. Now, at right, healthier beverages are placed at or above eye level, while less healthy items are placed below.

Before the start of the program, black and Latino employees and those with jobs associated with lower levels of education and lower incomes purchased more red items and fewer green items than did white employees and those with jobs associated with higher education levels and higher incomes. By September 2010, all categories of employees had reduced their purchase of red items and were purchasing more green items compared to baseline. A focused analysis of beverage purchases found that all groups were purchasing a greater number of healthful beverages. "Because these measures are both simple and inexpensive to implement, they could easily be tried in a variety of food sales environments – such as cafeterias, convenience stories and even vending machines," says Levy.

The "Choose Well, Eat Well" program has been extended to all food service sites. Additional co-authors of the *AJPM* report are Lillian Sonnenberg, DSC, RD, LDN, and Susan Barraclough, MS, RD, LDN, MGH Nutrition and Food Services; Anne Thorndike, MD, MPH, MGH division of General Medicine; and Jason Riis, PhD, Harvard Business School. ■

MGH*f*C physicians engage with 'mommy bloggers'

NINE LOCAL MOTHERS who blog about parenthood visited MassGeneral Hospital *for* Children (MGH*f*C) on July 31 to meet MGH*f*C physicians and learn about three popular pediatric health topics – obesity, food allergy and sleep behavioral disorders. The "mommy bloggers" regularly write about the trials and tribulations of raising children and frequently cover pediatric health issues.


Food Allergy Buzz
With an eye on the food allergy community as a unique group of consumers, we're on a quest to find and share ways to continue enjoying the good things in life allergen-free
Will he grow out of asthma?

MOMS IN MEDIA: Canapari was featured in an Aug. 10 post on the blog "Food Allergy Buzz."

According to a 2012 Scarborough Research report, mothers are a growing force in social media, with 14 percent of American moms blogging. Boston area-based bloggers who attended the MGH*f*C event included writers for "Capability Mom," "Food Allergy Buzz," "Boston Babies" and Bright Horizons' "MomToMom."

MGH pediatric pulmonologist Christina Scirica, MD, MPH, director of Parenting for Health, Inspired Health, and Exercise, Nutrition and Relaxation for Growing Youth, shared her decision to change her entire family's eating habits to help them live healthier lives. Scirica said she initially struggled with her inherent desire to give her children extra snacks "just in case." Now, Scirica said, she only provides snacks when her children are hungry and also limits their intake of sugary sweets.

Food continued to be a theme as Wayne Shreffler, MD, PhD, chief of Pediatric Allergy & Immunology and director of the Food Allergy Center, discussed the rise of food allergies among children and talked about his research in oral immunotherapy treatments, a procedure intended to gradually reduce the allergic sensitivity of a patient for a given food. Although studies show promise, more research needs to be done to ensure long-term efficacy. Shreffler also described research that has shown food avoidance can actually lead to allergy development. He said many physicians now are encouraging parents to feed their children peanuts and other foods commonly associated with allergies at a younger age to prevent the development of allergies.

Moving from parental struggles with food to challenges at bedtime, Craig Canapari, MD, pediatric pulmonologist and sleep expert, talked about his work with sleep behavioral disorders, including the interplay between sleep apnea and attention deficit hyperactivity disorder. Canapari also shared he writes his own blog, *www.drcraigcanapari.com*.

"It was a wonderful lunch, and your speakers were engaging, informative and covered the topics we all care so much about," said Nancy Brown, "Capability Mom" blogger. "It was a fantastic event."

Team helps treat burn victims in Ukraine

SQUARE CANVASES line the top of the cabinet in the office of Gennadiy Fuzaylov, MD – each painting featuring vivid shades of reds, oranges and yellows. The pediatric anesthesiologist in the MGH Department of Anesthesia, Critical Care and Pain Medicine says the art is the work of a former patient from the Ukraine who suffered a severe electrical burn injury requiring extensive surgery, a lengthy recovery and the ultimate amputation of his dominant right hand.

LONG-DISTANCE LEARNING: On the television, Fuzaylov, at right, and MGH plastic surgeon David Driscoll, MD, consult with clinical staff in the Ukraine from the MGH.

"The colors really show the post-traumatic stress disorder," Fuzaylov says. "But he learned to paint with his left hand, and he received a lifetime scholarship to the Museum of Fine Art. It's been eight years since his accident, and he's been able to resume a 'normal life.'"

Fuzaylov launches into another success story, sharing photographs that first depict an unsmiling, smaller-than-average 9-year-old Ukrainian boy whose arm was rendered useless after being melded by scar tissue into a massive burn across his stomach – a burn that was never treated in his home country. Follow-up photos show a markedly happier child – his arm now mobile – smiling shyly at two nurses who helped in his care when he came to the United States for treatment.

Fuzaylov has been able to bring 15 critically ill children to Boston for treatment over the course of the past five years. The process, however, is complicated, time consuming and expensive. To create programs that will lead to sustainable improvement Ukrainian burn patients, he founded the nonprofit organization "Doctors Collaborating to Help Children." The group is made up of clinicians and supporters from the MGH and Shriners Hospital for Children.

"Our goal is to share our knowledge and help hospitals in the Ukraine learn how to treat these patients," Fuzaylov says. "The perception in many areas of Eastern Europe is that treatment is used only to save someone's life. But when you leave a burn untreated, you can lose that person from society. If you treat them – it may take years – but you can bring that person back into society."

The organization recently launched a new telemedicine program allowing MGH and Shriners physicians to provide quick and efficient consultations for acutely ill burn patients in Ukraine. They also provided funding for the creation of a learning center in a burn unit in the city of Lviv, which allows clinicians to advance their medical knowledge via access to text books and journals as well as computers. Volunteers from the organization will travel there in September to collaborate with local physicians on an estimated 40 cases, which will include orthopædic abnormalities in addition to burns.

Fuzaylov says they have also just received IRB approval to begin a burn registry in the Ukraine, the first of its kind in the country, which will help create a burn prevention program – key to raising awareness and decreasing the high rate of preventable burn injuries.

"This is a group effort," Fuzaylov says. "We have two hospitals and multiple charitable organizations – including the Ukrainian National Women's League of America, Ukrainian Medical Association of North America and United Ukrainian American Relief Committee, Inc. – behind us. And we have a great group of people who have the capability, desire and willingness to share their expertise and help others."

For more information on Doctors Collaborating to Help Children, visit *http://dctohc.org*.

MGH hosts Norrie disease conference

ONLY AN ESTIMATED 500 people in the world have been identified with Norrie disease, a genetic disorder characterized by blindness at birth. In many cases affected males suffer progressive hearing loss. Norrie disease also can cause respiratory and circulation difficulties, and in some cases, mild to moderate intellectual disability. From Aug. 9 to 11, the MGH hosted the Norrie Disease Association's second international conference at the Richard B. Simches Research Center.

"Approximately 60 members of the Norrie disease community, including individuals living with the disease and their loved ones, traveled from several countries to attend the conference," says Katherine Sims, MD, director of the Neurogenetics Clinic at the MGH and medical advisor to the Norrie Disease Association. "The goal was to share some of the latest research on the disease and to allow presenters and attendees to share practical tips for those living with this disorder – along with emotional support, which is critically important for such a small group scattered around the world."

The conference featured presentations by researchers affiliated with the MGH, the Massachusetts Eye and Ear Infirmary, Tufts University School of Medicine, University of Zurich and Harvard Medical School and panel discussions led by Norrie Disease Association members.

"Some of the research discussions offered promising ideas on treating hearing loss in Norrie disease patients," says Sims. "For those who have been visually impaired since birth, preserving their ability to hear will maintain their connection to the world around them."

The Norrie Disease Association originally began as an online mailing group in 1993 and grew into a recognized nonprofit advocacy group in 2007, at which time Sims became its first medical advisor.

"Because this disease is so rare, patients living with it were some of the first to use online tools to connect with each other," says Sims. "The conference was a great opportunity for them to meet in one place and connect with physicians, researchers, counselors and most important, each other." ■

WHAT'S HAPPENING

MGH Candlepin Bowling League

The MGH Candlepin Bowling League is seeking new members. The league meets every Tuesday at 5:30 pm at Lanes and Games, 195 Concord Turnpike in Cambridge, within walking distance of the Alewife Station on the MBTA Red Line. For more information, call Patricia Frederico at 617-724-2916.

MGH Star Performer auditions

Individual and group auditions for the fifth annual MGH Star Performer singing contest – co-sponsored by MGH Human Resources and My Giving Helps: The MGH Fund + United Way Employee Campaign – will take place Aug. 30 from 11 am to 1 pm in the Thier Conference Room and Sept. 6 from 3 to 4:15 pm in the O'Keeffe Auditorium. Finalists will perform at the Giving with the Stars event Sept. 20 in the Bulfinch Tents. For more information, email *mghhrevents@partners.org*.

'Kick Butts 101'

The MGH Tobacco Treatment Service is offering a "Kick Butts 101" program starting Sept. 18 from 5 to 6 pm at The Maxwell and Eleanor Blum Patient and Family Learning Center. The seven-session, weekly group meetings include counseling on developing a quit-plan, stress management and preventing weight gain. For more information, contact Joanna Streck at the Tobacco Treatment Service at 617-726-7443.

Blum Center events

The Maxwell and Eleanor Blum Patient and Family Learning Center is offering the following free programs: a book discussion on "The Zombie Autopsies" Sept. 18 with MGH psychiatrist Steve C. Schlozman, MD, and "Healthy Living: Caring for a Loved One with Alzheimer's Disease" Sept. 27 with Barbara Moscowitz, MSW, LICSW, program director of the MGH Geriatric Medicine Unit. Both programs run from noon to 1 pm in the Blum Center in the White Building, Room 110. For more information, call 617-724-7352.

IN GENERAL

MGH Internal Medicine residents **Renuka Tipirneni, MD,** of the MGH Chelsea HealthCare Center, and **Maria Han, MD,** of MGH Senior Health, have been selected as Robert Wood Johnson Foundation Clinical Scholars, a two-year fellowship program that begins in July 2013. Tipirneni will begin her fellowship at the University of Michigan, and Han will begin at UCLA. During the program, they will examine the delivery, impact and organization of health care in order to take a leadership role in improving health care in the United States.

Gaurdia Banister, PhD, RN, executive director at the Institute for Patient Care at the MGH, received the Mary Mahoney Award from the American Nurses Association for her work in advancing equal opportunities in nursing for members of minority groups.

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PIE nomination period in full swing

THE DEADLINE for the 2012 Partners in Excellence (PIE) award nominations is Sept. 14. In addition to the online nomination form, employees now may submit hard-copy nomination forms available through department managers and supervisors.

"Once again, we want to show our appreciation to individuals and teams who are committed to partnering with us for excellence," says Jeff Davis, senior vice present for Human Resources. "Please help us identify and thank exceptional employees for their outstanding contributions to the Partners mission."

Employees can be nominated in one of the following categories:

- Quality Treatment and Service
- Leadership and Innovation
- Teamwork
- Operational Efficiency
- Outstanding Community Contributions

This year, employees are encouraged to give special consideration to colleagues involved in the Partners Strategic Initiative – whether redesigning the delivery of patient care, improving efficiency at Partners institutions and across the system, identifying new opportunities for savings, developing strategies for population health management, or preparing to meet the health information technology needs of the future.

To complete an online nomination form, access *http://pulse.partners.org/PIE/InstructionsWEB.asp*. The MGH PIE ceremony to celebrate the award winners will be held in early 2013.

— *Interpreters*

(Continued from page 1)

different test. MGH is helping to ensure a consistently high standard of medical interpretation everywhere nationwide. We are so excited that so many of our staff are embracing this initiative."

The certification process takes about three months and includes a written and oral exam that focuses on medical, cultural, legal and linguistic topics. In the future, Nunes says, all interpreters hired at the MGH will be required to have the national certification. Currently, certification is available only for Spanish interpreters, however national accreditations for Russian, Cantonese and Mandarin languages are now in the validation stages and are slated to be available in the coming months.

The MGH also has been approved as an official testing site, which not only will help its own staff members attain certification but also will help other Boston-area interpreters advance in their profession.

"This is a very big step for us personally as interpreters," Beggs says. "It means that we meet or exceed the national guidelines for our work, and we now have a quantifiable way to tell our patients and their families that we are providing the highest-quality interpretation possible."

08.24.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Fellowship inspires minority nurses

"THERE'S ONE SONG that pops into my head when I look at this group of women," said Rev. Daphne B. Noyes, MA, MGH staff chaplain. "It goes like this: 'This little light of mine/I'm gonna let it shine. This little light of mine/I'm gonna let it shine ...'" And with that, the crowd attending the Hausman Fellowship 2012 graduation ceremony burst into song, finishing the rest of the verse: "This little light of mine, I'm gonna let it shine/Let it shine/Let it shine/ Let it shine!"

OVERCOMING OBSTACLES: Christian pins a corsage on Gil during the graduation ceremony.

Nine women graduated from this year's fellowship program and were celebrated at an Aug. 17 ceremony in the Schiff Conference Room in the Yawkey Center. The Hausman Fellowship was founded at the MGH in 2007 to promote the recruitment of minority nurses. During the six-week summer program, each fellow is paired with a MGH nurse mentor to provide meaningful clinical, practical and social learning experiences.

As the graduates walked across the room to receive their completion certificates, program volunteer LaDonna Christian, RN, MSN, APRN-BC, associate professor of nursing practice at Simmons School of Nursing and Health Sciences, read a program overview each

(Continued on page 2)

NASA astronaut visit a blast for patients and staff

FOUR-YEAR-OLD Kateri Golden, of Cape Cod, quivered with excitement as she watched NASA astronaut Stephen Bowen slip a hospital gown over his blue flight suit. When he finally entered her room on Ellison 17 and knelt beside her, Kateri launched into conversation. "Did you really go up in space? I have never been into space before. I'm going to need a lot of practice to become an astronaut."

"You need to go to school to study to become an astronaut," Bowen replied. "You'll need to study science and space."

"I have not learned about space yet," Kateri said. "But I have been to school a bunch of times."

Bowen, a Massachusetts native who has been on three flights to the International Space Station, visited the MassGeneral Hospital *for* Children's inpatient units – the Pediatric Intensive Care Unit (PICU) and the Pediatric Hematology and Oncology Unit – on Aug. 17 to promote "Destination: Station," NASA's International Space Station exhibit featured at the Museum of Science now through Labor Day. Bowen signed autographs and distributed miniature foam astronaut toys, earth science books and space station stickers.

Delia Binette, 5, of Maine, showed Bowen her stuffed animal puppy riding in a Mickey Mouse rocket-ship. "Look at my puppy in my rocket! Do you send dogs to space?"

To Delia's delight, Bowen confirmed that dogs and other animals have traveled to space.

The excitement spread to staff members, who asked Bowen about the rigors of astronaut training. In the PICU, Bowen posed for pictures with Michael J. Whalen, MD, a pediatric critical care specialist, Avi Traum, MD, a pediatric nephrologist, and several pediatric residents. Bowen also presented the MGH with a picture of Boston taken from the International Space Station and challenged patients, parents and staff to find area landmarks and the hospital. ■

A special delivery for new mothers

FOLLOWING THE BIRTH of their babies, 19 new mothers at the MGH Chelsea HealthCare Center took home more than just their new bundle of joy – they also received a special delivery basket filled to the brim with baby essentials.

Donations were collected at 16 Partners HealthCare locations earlier this summer as part of the annual Partners Baby Basket Drive, which resulted in the creation of 55 overflowing baskets for new mothers who receive their care at community health centers in Chelsea, Dorchester, Jamaica Plain and Mattapan.

"As part of our ongoing collaboration efforts, Partners Community Health and Human Resources were delighted to team up with our colleagues on this important community-focused initiative to support local new moms and babies," says Matt Fishman, vice president for Community Health at Partners.

The baskets were distributed by the MGH Healthy Beginnings Program, which provides home visiting services to vulnerable, high-risk mothers and families and embeds child development specialists into well-child visits, and Brigham and Women's Midwifery Program.

"We are extremely appreciative and fortunate to have our Partners community think of our extensive needs and then fulfill them with such nice baskets for our new mothers who may be struggling," says Rosanna Batista, MPH, manager of Maternal and Child Health in the Community Health Improvement Department at the Chelsea HealthCare Center. "As our new mothers would say, gracias, asante, obrigada, chukran, merci beaucoup and thank you to everyone who donated to create these beautiful baby baskets."

FULL OF LOVE: Kristen Barnicle, associate director of Community Health for Partners HealthCare, left, with Batista

IN MEMORIAM

Stephen Kauffman

STEPHEN KAUFFMAN, former chief operating officer at the MGH, died Aug. 17 at the age of 69 from melanoma. He had worked at the hospital for 27 years.

"Steve was a kind and gentle visionary who cared deeply about the MGH, including the workforce and our patients," says Jeanette Ives Erickson, RN, DNP, FAAN, chief nurse and senior vice president for Patient Care. "After several years of retirement, he recently returned to the MGH to volunteer in our new museum. He will be missed by the many people who worked with him over the years. Our thoughts are with his family and friends."

During his time at the MGH, Kauffman helped create the two-year administrative fellowship program, established a partnership with Boston city schools and developed a closed-circuit television station to improve medical education. Though he retired from the MGH in 1994, Kauffman continued to keep busy: renovating a property on Cape Cod into a thriving bed and breakfast with his late wife Betty, founding a health care consulting business and working as a commercial real estate agent in Plymouth.

"Steve exemplified what it means to be a kind and compassionate leader," says Ann Prestipino, senior vice president for Surgical and Anesthesia Services and Clinical Business Development. "He set the example for all of us in his interest and concern for all members of the MGH community and most of all for our patients."

Kauffman is survived by his three children, Jennifer Whaley, Rebecca Kauffman-Ingmarsson and Scott Kauffman, and four grandchildren.

— Hausman Fellows

(Continued from page 1)

of the fellows had written about their life-changing experience at the MGH.

"I have overcome barriers of many kinds as a student of color but found strength to use these experiences as stepping stones," wrote Villanova University student Jennifer Gil. "My experiences here at MGH as a Hausman Fellow have inspired me to direct my passion for helping others and further ignite a spark in other students, like myself, who faced the same obstacles to do the same."

As Penninah Alweny, a student at the MGH Institute of Health Professions, made her way across the stage, Christian read: "I am very happy to express my heartfelt thanks to the Hausman Fellowship for offering me what I could have never found or bought anywhere, which are confidence, assertiveness and exposure to many different nursing skills."

For more information about the Hausman Fellowship program, contact Deborah Washington, RN, PhD, director of Diversity for Patient Care Services, at 617-724-7469 or *dwashington1@partners.org.* ■

Staff and students celebrate success of Summer Jobs program

WORKING AT THE MGH this summer provided 147 Boston students with their first professional employment experience as part of the annual MGH Summer Jobs program. The six-week program offers educational and mentoring experiences for the students and for the MGH staff who supervise them.

"To the students, I want to thank you for bringing your enthusiasm and 'can-do' attitude to the work we do every day," said MGH President Peter L. Slavin, MD, during the Summer Jobs celebration on Aug. 15. "I hope this was as good an experience for you as it was for us, and I hope to see many of you working here next summer."

This year more than 70 departments and centers participated in the program, which is overseen by the MGH Center for Community Health Improvement. During the celebration, keynote speaker Karen M. Winkfield, MD, PhD, a physician in the Radiation Oncology Department, encouraged students to set goals but not be afraid to change those goals as interests shift over time and to develop a network of like-minded people to help them realize their dreams. "If you have a passion for what you are doing, you will be successful," Winkfield said.

University of Hartford mechanical engineering student Christian Sandoval Repizo – who worked as a summer intern in the MGH Biomedical Engineering Department – told the audience that his Timilty Science Fair project, which he worked on with an MGH mentor, helped fuel his passion for engineering when he was a middle school student. ■

EDUCATIONAL EXPERIENCE: Jenny Bermudez, an MGH Bicentennial Scholar and Summer Jobs program participant

Study shows Vitamin D decreases risk of respiratory infections in children

AN MGH-LED STUDY of Mongolian schoolchildren supports the possibility that daily vitamin D supplementation can reduce the risk of respiratory infections in winter. In a report that will appear in the September *Pediatrics* and is now available online, an international research team found that vitamin D supplementation decreased the risk of respiratory infections among children who had low blood levels of vitamin D at the start of the study.

"Our randomized controlled trial shows that vitamin D has important effects on infection risk," says MGH Emergency Services physician Carlos Camargo, MD, the study's corresponding author. "In almost 250 children with low blood levels of vitamin D during winter, we found that taking a daily vitamin D supplement cut in half the risk of a respiratory infection."

Several recent investigations have suggested that vitamin D – best known for its role in the development and maintenance of strong bones – has additional important roles, including in immune function. Since vitamin D is naturally produced by the body in response to sunlight, maintaining adequate levels in winter is particularly challenging in areas such as the northern U.S. and Canada, which have significant seasonal variations in daily sunlight.

The current study analyzed data from the Blue Sky Study conducted in Ulaanbaatar, Mongolia, by a team led by Harvard investigators in collaboration with local health researchers. Mongolians are at high risk for vitamin D deficiency, especially during winter. The Blue Sky Study followed schoolchildren who had low blood levels of vitamin D at the study's outset.

> **"WE FOUND THAT TAKING A DAILY VITAMIN D SUPPLEMENT CUT IN HALF THE RISK OF A RESPIRATORY INFECTION."**
> **– CARLOS CAMARGO, MD**

Camargo and colleagues compared the number of winter respiratory infections among a group of children who received daily doses of vitamin D added to locally produced milk with that of a control group receiving the same milk without added vitamin D. Based on reports from their parents, the children receiving vitamin D had about half the incidence of respiratory infections that the control group had.

"Our study provides strong evidence that the association between low vitamin D and respiratory infections is causal and that treating low vitamin D levels in children with an inexpensive and safe supplement will prevent some respiratory infections," says Camargo. "The large benefit was undoubtedly related to the low baseline vitamin D levels of these children, so I would not expect the supplement to provide similar benefit in children who start with healthy levels of vitamin D. The key question for future research is at what initial vitamin D level would children no longer receive benefit from winter supplementation?"

CAMARGO

The study's authors also point out that, while Mongolia may appear to have little in common with the U.S., the low baseline vitamin D levels seen in study participants are relatively common in some groups of Americans, such as African-American children living in northern states.

WHAT'S HAPPENING

Youth program mentors sought

The MGH Youth Programs team is seeking volunteers to mentor Boston Middle School students through their science fair projects. Mentors meet with students at the MGH or the Charlestown Navy Yard on two Friday mornings each month from October through January. No expertise in mentoring or science fair projects is needed. The MGH Youth Programs team provides ongoing mentor training and support. For more information, contact Ellen Reavey at 617-643-6287 or *ereavey@partners.org*.

MGH Heart Center class

The MGH Heart Center is holding its monthly patient and family education class, "Understanding Heart Failure," Sept. 5 from 10:30 to 11:30 am in the Yawkey Center, Room 820. For more information and to register, call 617-643-1452

Hearing loss forum

The Massachusetts Eye and Ear Infirmary will host the 12th annual Free Public Forum on Hearing Loss Sept. 22 from 9 am to 12:30 pm. Lectures will explore treatments and technologies for hearing loss and the latest research for promising future cures. For more information, visit *www.masseyeandear.org*. To register, email *audiologypublicforum@meei.harvard.edu* or call 617-573-4466.

MGH Clinical Research Day

The MGH Photography Department will host a poster design class Sept. 26 from 8:30 to 9:30 am in the Simches Center, Room 3.120. The session will provide step-by-step instructions for staff who have submitted abstracts for the 10th annual MGH Clinical Research Day, which will be held Oct. 11. Register at *http://hub.partners.org/catalog*. The deadline to submit abstracts for Clinical Research Day is Sept. 16. Submissions must be about clinical research investigations conducted at the MGH and may include manuscripts published after Sept. 1, 2011. Prizes will be awarded in several categories. For more information, call 617-724-2900.

Latest issue of *Proto* available

The summer 2012 issue of *Proto*, the MGH's quarterly science magazine, is available online at *www.protomag.com* or as a free iPad application at *www.protomag.com/ipad*.

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MGHers help obtain statewide grant for nursing education

LT. GOV. TIMOTHY MURRAY announced Aug. 21 the awarding of a $300,000 Robert Wood Johnson Foundation grant to the Commonwealth of Massachusetts to support academic progression in nursing. Currently, 55 percent of the state's nurses hold Bachelor of Science in Nursing (BSN) degrees or above. A 2010 report from the Institute of Medicine recommended that 80 percent of nurses be educated at the BSN level or higher.

The grant will support the ongoing collaboration between the Department of Higher Education (DHE) and the Organization of Nurse Leaders (ONL). Associate chief nurse Kevin Whitney, RN, MA, NEA-BC, immediate past-president of ONL, and Gino Chisari, RN, DNP, president of the Massachusetts Association of Registered Nurses and director of the Norman Knight Center for Clinical and Professional Development, were closely involved in advancing the grant application process. The MGH Department of Nursing also provided significant support. Jeanette Ives Erickson, RN, DNP, FAAN, chief nurse and senior vice president for Patient Care, was among those invited to speak at the Statehouse announcement.

PHOTO COURTESY OF THE GOVERNOR'S OFFICE/DJ ROBINSON

NURSING KNOWLEDGE: From left, Richard M. Freeland, commissioner, DHE; Patricia Crombie, RN, MSN, project director of the Massachusetts Action Coalition; Jessica Alvarez-Montano, RN, BSN, May 2012 graduate, UMass Lowell; David Cedrone, associate commissioner for Economic and Workforce Development; Murray; Sharon Gale, RN, MS, chief executive officer, ONL; Ives Erickson; JudyAnn Bigby, MD, secretary of Health and Human Services; and Sen. Richard T. Moore, chair of the Joint Commission on Health Care Financing

SUMMER SUNDAES: MassGeneral Hospital *for* Children (MGH*f*C) patient Kevin Cole, 18, center, enjoys a sundae with MGH volunteers Christina Itabashi, left, and Ashley Lilly at the MGH*f*C Family Advisory Council's Ice Cream Social on Aug. 21. The council is made up of family members of patients, hospital leaders and staff who collaborate to promote patient- and family-centered care. Sarah Santos, a new member of the council, said she enjoyed meeting staff and patients during the event. "I feel very strongly about giving back because of all the help my family has received from the hospital," Santos said.

09.07.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Collaborative caring

Mass General Institute for Heart, Vascular and Stroke Care to host 'Health Information Day'

IN AN EFFORT TO IMPROVE and advance the diagnosis and treatment of heart, vascular and cerebrovascular conditions, the MGH recently launched the Institute of Heart, Vascular and Stroke Care. Led by Michael R. Jaff, DO, medical director of the Vascular Center; Thoralf Sundt, MD, chief of Cardiac Surgery and co-chair of the Heart Center; and G. William Dec, MD, chief of Cardiology and co-chair of the Heart Center, the Institute's team-based, collaborative approach will provide patients with fully integrated clinical care.

"The MGH is redefining cardiovascular and cerebrovascular care through the creation of the Institute," says Sundt. "The Corrigan Minehan Heart Center, Vascular Center and Stroke Service will continue to operate. However, we also will begin to pursue more joint research opportunities and work to better educate health professionals and the patient community about the prevention and treatment of cardiovascular disease."

THE POWER OF THREE: From left, Dec, Jaff and Sundt

Patients will be connected to a specialist specific to their condition, who will then work with members of the multispecialty Institute team to ensure all elements of their disease are evaluated and properly responded to. "The goal of the Institute is to provide our patients with the best possible care across all departments," says Jaff. "The four pillars of the Institute are integrated clinical care, translational research, multidisciplinary educational programs and participation in national health policy."

To introduce the Institute to the MGH community, "Health Information Day" will be held Sept. 12 from 7 am to 8 pm under the Bulfinch Tents. "All are invited to visit the event throughout the day to see demonstrations and examples of research efforts and technological innovations that members of the Institute are carrying out to advance care and treatment of heart, vascular and cerebrovascular diseases," says Dec.

A speakers series will be held during Health Information Day:

(Continued on page 2)

MGHers get into the giving spirit

WHAT WOULD IT TAKE to raise more than $1 million in support of the MGH and the hospital's charity of choice, the United Way? A pledge of just $1 per week from every employee. From Sept. 4 through 28 MGHers have the opportunity to make a gift in any amount to the "My Giving Helps: The MGH Fund + United Way Employee Campaign."

New this year, employees can direct their charitable giving to the MGH Fund, United Way or both during the campaign. "This new campaign format gives each of us the chance to reflect on the ways our generosity truly helps drive innovation and world-class patient care within our walls while also building healthy communities outside those walls," says Hilary Smiley Marshall, senior director of Development, My Giving Helps. "My Giving Helps celebrates the culture of philanthropy at Mass General and our greatest assets: our employees."

(Continued on page 2)

MY GIVING HELPS

THE MGH FUND + UNITED WAY

Stories of strength, hope and healing

"MY FIRST EIGHT YEARS of married life were a horrible nightmare. Beatings like no one has ever seen," began a domestic abuse survivor, standing at the podium in the Thier Conference Room. "They say life is a journey, and mine began when I walked into HAVEN. I learned about my husband, and knowledge gives you awareness. Awareness is a batterer's worst nightmare."

It was a morning of honest, powerful speeches at the Sept. 5 anniversary breakfast for HAVEN (Hospital's Helping Abuse and Violence End Now). The group has provided counseling, advocacy, support groups and workshops to domestic abuse survivors at the MGH for 15 years.

Elizabeth Speakman, LICSW, HAVEN's director, introduced a new book created by the organization, "Journeys: Stories of Strength, Hope and Healing," which includes poems, letters and narratives by both HAVEN staff and abuse survivors. Excerpts from "Journeys" were read aloud at the breakfast.

"My advocate, Sandra, met me when I was an inpatient here at MGH," another survivor said during the event. "I was very reluctant to talk because I didn't think I was going to be understood, and I felt like the abuse was my fault. When my advocate walked into the room ... she made me feel like I was not alone. If it wasn't for HAVEN, I wouldn't be here today."

"This disease is a hidden disease. It's a disease kept in secret," said Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care and chief nurse. "It's stories like these that will help people stop hiding. It is your stories which will encourage people to seek help."

Another survivor read her narrative, "What HAVEN has Done for Me." "The counselor with whom I met was more than amazing to me. She was supportive, educated, had resources, listened, didn't judge me, was compassionate and allowed me to be in control of how our meetings would go ... I want to thank everyone at HAVEN for what they offer."

Speakman thanked the HAVEN staff for their hard work, and then looked across the crowd of staff, supporters and survivors, who she acknowledged were courageous to publicly share their stories. "The comments today have been focused on HAVEN, but I want to thank the survivors. It's you who are doing the work – the hard work. We just walk beside you." Speakman paused. "I'm humbled."

For more information about HAVEN, call 617-724-0054 or visit *www.havenatmgh.org.*

— My Giving Helps

(Continued from page 1)

The campaign has been gaining momentum all summer. On June 28, employees lined up to soak their colleagues and raise funds at the dunk tank during the Employee Summer Picnic, and more than 200 employees have won prizes by wearing the campaign's signature colors on "Blue & Orange Days." Seventy-four MGHers from across the hospital – including one pet therapy dog – recently participated in the My Giving Helps music video featuring a song called "Donate Maybe," sung to the tune of "Call Me Maybe," available online at *www.mygivinghelps.org.* A total of 102 employees are serving as My Giving Helps champions or volunteers to help promote the campaign.

"What's remarkable about this campaign is that we are all employees, and we can all be donors," says Marshall. "Already we've seen employees embrace the campaign and really want to be a part of it," she added, referring to employees like those in the MGH Registration and Referral Center who created their own T-shirts for Blue & Orange Days with messages such as: "I'm a hero for giving," and "Giving is good for the soul."

"We're really encouraged by this excitement and hope that as the nation's top hospital, we can be No. 1 in employee giving too!"

Throughout the month there will be more ways to get involved with My Giving Helps, including Blue & Orange Days Sept. 13, 19 and 25, and Star Performer, a singing contest held in collaboration with Human Resources, on Sept. 20. The campaign is aiming for 3,000 employees to donate this year.

To learn more or make a gift, visit *www.mygivinghelps.org.* ■

— Collaborative caring

(Continued from page 1)

- **7:15 am:** "Goals and Mission of the Institute for Heart, Vascular and Stroke Care," with panelists Dec and David F. Torchiana, MD, chairman and CEO of the MGPO, and Jaff as moderator;
- **Noon:** "The Institute: Right Time in a Changing Health Care Landscape," with panelists Ann Prestipino, senior vice president for Surgical and Anesthesia Services and Clinical Business Development, who serves as the Institute's executive sponsor; and Timothy Ferris, MD, medical director of the MGPO and vice president of Population Health Management at Partners;
- **4 pm:** "Collaborative Approaches to Treating Atrial Fibrillation," with panelists Patrick Ellinor, MD, PhD, director of the Arrhythmia/Step Down Unit; Lee Schwamm, MD, director of Telestroke and Acute Stroke Services and vice chair of Neurology; and Sundt. The talk will be moderated by Timothy Johnson, senior medical contributor for *ABC News;* and
- **7:15 pm:** "Sneak Preview of Institute Translational Research Projects," with speakers Udo Hoffmann, MD, director of the Cardiac MR PET CT Program; Sekar Kathiresan, MD, director of Preventative Cardiology; and Natalia Rost, MD, associate director of the Acute Stroke Service. The presentation will be moderated by Jaff.

Event attendees also will be treated to Institute-branded promotional items and food throughout the day courtesy of Boston-area food trucks. For more information about the Health Information Day, email *mghhvsinstitute@partners.org.* ■

Transforming health care: from episodic interactions to population health management

AMONG THE KEY TENETS of health care reform is increasing the focus of clinicians on the health care and cost of health care of populations of patients. It sounds simple. But population health management (PHM) is not the way health care traditionally has been provided. For decades, health care has been organized primarily around episodic interactions with individual patients. With PHM, however, care is organized around patients' health needs regardless of whether they are seeking health care. The goal is better health for these patients – including more coordinated experiences and improved outcomes – as well as lower costs.

"It's really about ensuring that we are building a system that enables us to proactively address the health needs of a population," says Timothy Ferris, MD, vice president of the recently launched PHM effort at Partners HealthCare. Ferris also is an MGH primary care physician and medical director of the MGPO.

PHM requires some changes in how care is organized and delivered as well as how success is measured. It also requires identifying and engaging different patient populations. With this in mind, the first phase of the PHM program at Partners – part of the systemwide Partners Care Redesign – involves three main components:

- *Patient-Centered Medical Home (PCMH):* reorganizing primary care practices to provide team-based, patient-centered care for primary care patients, with heightened focus on prevention, chronic disease management and medically complex care. One example of this work is the development of a dashboard to help practices assess whether they have all the building blocks in place for a PCMH.
- *High-Risk Care Management:* supporting practices in providing robust care management – including better access, monitoring and care coordination – for complex, chronically ill patients who have a Partners or Partners Community Healthcare, Inc. primary care physician. The effort began at the MGH in 2006 and now is being spread to all Partners primary care practices. Approximately 20,000 patients have been identified as needing care management and 39 percent of them already have a care plan in place.
- *Information Technology:* developing the technology needed to improve workflow for clinicians and provide data and analysis for reporting and measuring success. For example, claims data warehouse has been used to collect and organize data, and processes now are in place to identify high-risk patients and patients with chronic diseases.

In the next phase, Ferris and his team will add specialty care and patient engagement programs to their charge. While the ultimate goal is managing the health of all patients who receive primary care through Partners, the PHM currently includes patients for whom Partners has risk-based, accountable-care contracts with payers. "That's approximately 500,000 patients, including those in our Pioneer ACO with Medicare, Partners employees, and patients covered by Blue Cross and Tufts contracts," says Ferris. "We know that care is better using population health management tactics and having contracts that identify a target population and also include specific incentives to meet our goals helps us stay focused."

Working with Ferris as medical directors for PMH are Sree Chaguturu, MD, an MGH physician, and Namita Seth Mohta, MD, a BWH physician. ■

Surfers make a splash at MGH*f*C

"HEY, WHAT'S UP? Want to come to Hawaii and surf with us?" CJ Kanuha asked as he strode into Charlie Lapardo's room on Ellison 18.

"Sure!" the 8-year-old replied, grinning widely as Kanuha, along with fellow professional surfers Kealii Mamala, Kalani Robb and Torrey Meister, took turns offering high-fives. Although their numerous surfboards remained fastened to the top of their car outside of the MGH, the surfers came with hats, T-shirts, sunglasses and autographed posters to distribute to MassGeneral Hospital *for* Children (MGH*f*C) patients during their Aug. 27 visit to the Pediatric Intensive Care Unit and Ellison 17 and 18.

This was the second annual visit by members of the Mauli Ola Foundation, a nonprofit group dedicated to introducing surfing as a natural treatment for people with cystic fibrosis. The organization has expanded its reach to include hospital visits across the country. "Some kids can't make it to the beach, so we come to visit them here," Kanuha said. "We really like to come in and stoke the kids out and really just try to brighten up their days."

And brighten their days is just what the group did – Mamala picked up a guitar in one patient's room and belted out a Jack Johnson song; in another the group immediately sat on the floor of the playroom to talk to a shy 2-year-old. All the while, Kanuha shared his "aloha spirit," taking the time to talk to the patients' parents and inviting them to the Big Island of Hawaii for free surf lessons at his surf shop once their child was feeling better. "Really," he told them. "You'll love it. Just look me up, and I'll take you out."

COOL DUDES: From left, Meister, Robb, Mamala, Charlie and Kanuha

WHAT'S HAPPENING

Caring for caregivers event

The MGH Psychiatry Academy and the Benson-Henry Institute for Mind Body Medicine at the MGH will host "Caring for Yourself While Caring for Others: Mind Body Self-Care for Caregivers" Sept. 15 from 9:15 am to 3:15 pm in the MGH Starr Center Auditorium at 185 Cambridge Street, second floor. Pre-registration is required for this free program. For more information, call 866-644-7792 or visit *www.mghpatientfamily.org.*

Neurology blood donation challenge

The MGH Blood Donor Center is seeking participants for the Neurology Blood Drive Challenge. The Neurology Department has set a goal of having 10 percent of its staff donate blood during the month of September. If the group meets this goal, those who participated with receive an ice cream social. All department donors also will receive a goodie bag of MGH Blood Donor Center promotional items and entry into a variety of raffles. For more information or to make an appointment, call 617-724-9699 or email *mwentworth@partners.org.*

The research subject's perspective seminar

The MGH Clinical Research Program will host a luncheon seminar, "Considering the Research Subject's Perspective," Sept. 11 from noon to 1 pm in the Simches Center, Room 3.110. Speaker Enrico Cagliero, MD, a physician in the Diabetes Unit and Transplant Center, will review misconceptions about clinical research and tools to communicate with research volunteers. Registration is required at *http://hub.partners.org/catalog.*

HMS Foundation Funds

Harvard Medical School (HMS) faculty and postdocs are invited to apply for fellowship and grants through the HMS Foundation Funds starting Sept. 12. Several awards are available to investigators who must first apply for the nomination through the HMS Foundation Funds. A committee will select the final candidates to submit applications. Applications must be submitted online by Oct. 16 by 5 pm. For more information, call 617-432-7463 or email *hmsaca@hms.harvard.edu.*

'Kick Butts 101'

The MGH Tobacco Treatment Service is offering a "Kick Butts 101" program starting Sept. 18 from 5 to 6 pm at The Maxwell and Eleanor Blum Patient and Family Learning Center. The seven-session, weekly group meetings include counseling on developing a quit-plan, stress management and preventing weight gain. For more information, contact Joanna Streck at the Tobacco Treatment Service, at 617-726-7443.

Partners in Excellence nominations

Partners in Excellence (PIE) nominations are now being accepted online for individuals or teams. The PIE awards honor employees for their outstanding work to support the success of Partners HealthCare. The nomination deadline is Sept. 14. For more information, visit *http://pulse.partners.org.*

'Ride for Our Heroes' event

The second annual "Ride for Our Heroes" event will be held Sept. 22 to benefit the Red Sox Foundation and MGH Home Base Program, which provides clinical care and support services to New England-area service members, veterans and families affected by combat stress and traumatic brain injury. The morning begins with a motorcycle ride from various starting locations and ends with an afternoon barbecue, family activities and a concert by 1970s classic rock band Foghat at Fort Devens. For more information, call 617-726-8373 or visit *www.rideforourheroes.org.*

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Flu vaccination campaign begins

THE MGH OCCUPATIONAL HEALTH SERVICE is kicking off its annual seasonal flu vaccination campaign for employees on Sept. 17. The program for inpatient vaccination will begin Sept. 10. Flu viruses are always changing, so an annual vaccination is recommended for all individuals ages 6 months and older. It takes up to two weeks for protection to develop after the shot, and protection lasts about a year.

"Vaccination is especially important for health care personnel," says David Hooper, MD, chief of the Infection Control Unit. "By getting the flu vaccine you can protect yourself from influenza, and you will also reduce the chance that you could spread influenza to your patients or your family."

Dates, times and locations of employee vaccination clinics are listed below. Staff should remember to bring their identification (ID) badges and wear clothing that rolls easily up to the top of the arm. New stickers for ID badges that indicate who has been vaccinated this year will be distributed to replace the green stickers from last year.

Main Campus clinics:

Monday, Sept. 17, to
Friday, Sept. 21
7 am to 5 pm
Bulfinch Tents

Saturday, Oct. 20, and
Saturday, Oct. 27
9 am to 3 pm
Tea Leaves and Coffee Beans

Satellite clinics:

Danvers
Tuesday, Oct. 2, and
Monday, Oct. 15
10 am to 2 pm
Ambulatory Care Center, Main Conference Room, first floor

Charlestown Navy Yard (CNY)
Wednesday, Oct. 3,
8:30 am to 3 pm, and
Wednesday, Oct. 10
8:30 am to 1 pm
CNY Building 149, first floor lobby

MGH West (Waltham)
Thursday, Oct. 11
Noon to 4 pm
PARC Conference Room, first floor, Room 190

Somerville
Tuesday, Oct. 9
9 to 11 am
Training/Conference Room 211, second floor

Medford Registration & Referral Center
Tuesday, Oct. 9
1 to 3:30 pm
European Conference Room

Schrafft's Center
Thursday, Oct. 18
8:30 am to 1 pm
Partners Conference Room, fifth floor

Those unable to attend the clinics noted above are welcome to visit Occupational Health Services at 165 Charles River Plaza, Suite 404 during regular hours or call 617-726-2217 to schedule an appointment.

09.14.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Police and Security ambassador saves physician

THE MORNING OF AUG. 24 started like any other for Rachel Rosovsky, MD, a hematology and lung cancer specialist at the MGH Cancer Center. At about 9:30 am Rosovsky started to cross the street in front of the Yawkey Center. In her usual effort to multitask, she was eating breakfast while walking, when suddenly she began to choke on a piece of toast, collapsing on the pavement as she gasped for air.

GRATEFUL COLLEAGUE: Rosovsky, left, with Devilme

In seconds, MGH Police and Security Ambassador Stanley Devilme was at her side, performing the Heimlich maneuver. He dislodged the obstruction, and Rosovsky began to breathe normally.

"There is no other way to put it, he is truly a remarkable hero – he is just unbelievable," says Rosovsky. "People are used to the doctors and nurses saving lives here at Mass General, but it's nice to know there are others who can step up and make a difference."

Devilme's co-workers and supervisors were not surprised. "Stanley is usually a calm, low-key guy, but when needed he jumps into action," says William Carias of Police and Security. "He has always taken his training very seriously."

In addition to learning the Heimlich maneuver, Police and Security staff are trained in cardiopulmonary resuscitation, automated external defibrillation, cervical spine stabilization and patient assessments. Devilme's co-workers celebrated his heroism with pizza, but Devilme remains humble. "I was just doing my job, and I'm happy she is OK."

My Giving Helps

Campaign in full swing

THROUGHOUT the month of September, MGH employees can support the MGH Fund, the United Way or both through the My Giving Helps: The MGH Fund + United Way Employee Campaign. One-time gifts or payroll pledges to the campaign support the MGH's mission of improving the health and well-being of patients, their families and the community. The campaign goal is to encourage 3,000 employees to donate.

"My Giving Helps gives us the opportunity to reflect on what it means to be a part of this incredible enterprise known as Mass General," says pediatric nephrologist Avi Traum, MD, one of the employees featured in this year's campaign. Work like his is supported by gifts to the MGH Fund.

Nurse educator Jennifer Spina, RN, is another featured employee whose work is directly affected by the campaign. Because of a collaboration with the MGH, Spina works out of the Boys & Girls Clubs of Boston, a United Way-funded agency. She runs programs to educate children, teenagers and families about health issues and sees the impact of support for the United Way every day.

"Without partnerships like the one between Mass General and the United Way, the Boys & Girls Clubs of Boston would not be able to serve the children who need it most, helping them develop healthy behaviors they can bring into their adult lives," says Spina.

With the campaign in full swing, there are many opportunities to get involved

(Continued on page 2)

MAINTAINING THE MGH MISSION: The My Giving Helps campaign features stories about MGH patients and members of the community who are supported by the MGH Fund and the United Way.

AMMP honors scholarship recipients

GUERLINE ST. VIL had used every excuse to not return to college. It had been 10 years since she had last sat in a classroom, and since then she'd had two children and been busy with her full-time job at the MGH. "But I knew I couldn't create, fathom or make up any more excuses, and I couldn't procrastinate any longer – I had to just do it," says St. Vil, a medical assistant in the Center for Human Genetic Research for the past six years.

A MEASURE OF SUCCESS: AMMP scholarship recipients

So last year, St. Vil reached out to the Association of Multicultural Members of Partners (AMMP) – an organization committed to helping recruit, retain and develop multicultural professionals into leaders across the MGH and Partners HealthCare. Among its many programs, AMMP offers scholarships to help members pursue education and training. The scholarship – along with an online college preparation course and the support of an MGH career coach – enabled St. Vil to enroll in Bunker Hill Community College.

Because of her hard work and determination to succeed, St. Vil was honored during the 2012 AMMP Scholarship Awards Ceremony Sept. 6, along with fellow recipients Christa Brutus, Fatima Ferrimy, Chantal Kayitesi, Christine Marmen, Fahiya Mohamoud, Abdulwahab Musanur, Tirza Martinez, Ijeoma Nwankwo, Christopher Roddick, Henry Seemore, Robyn Stroud and Sandra Thomas.

"We gather each September to acknowledge and celebrate the commitment, determination, perseverance and success of our scholarship recipients," says Dee Dee Chen, professional staff benefits manager and AMMP executive board chair. "Each recipient has not only recognized the importance of expanding their own skills, minds and careers through additional education, but also encouraged others to follow suit through their dedication to learning."

St. Vil currently is taking one online class and one class on campus. Although her major is still undecided, she wants to stay in the field of health care.

"I always had it in the back of my mind that I wanted a more stable career with greater financial benefit – it was just how and when," St. Vil says. "The AMMP program made me see that I could follow through with all of it, my family life and classes. I'm really glad I got started, and I really enjoy it."

For more information about AMMP, visit *www2.massgeneral.org/ammp*. For information about on-site college prep and academic coaching, visit the Training and Workforce Development website at *http://is.partners.org/hr/New_Web/mgh/mgh_training.htm*.

— My Giving Helps

(Continued from page 1)

and show support. From now through Sept. 21, My Giving Helps "cake pops" will be available for $1.25 at Blossom Street Café, Coffee Central, Coffee South, Eat Street Café, Riverside Café, and Tea Leaves and Coffee Beans. All proceeds benefit the campaign. The next Blue & Orange Days – days when employees seen wearing the campaign colors are eligible to receive prizes – are Sept. 19 and 25. No blue and orange clothing? No problem. Blue and orange My Giving Helps silicone slap bracelets will be available outside the Eat Street Café Sept. 18 through 20 and Sept. 25 through 27 from 11:30 am to 1:30 pm.

On Sept. 20, in collaboration with Human Resources, My Giving Helps will present the annual Star Performer employee singing competition from 11:30 am to 1:30 pm in the Bulfinch Tent. Six finalists will perform in front of a panel that includes Susan Barraclough, director of Nutrition and Food Services; Bill Banchiere, director of Environmental Services; and Shea Asfaw, chief of staff for Administration. The judges will comment on the performances, but MGHers will ultimately choose the winner with their votes. The campaign co-chairs have agreed to pledge $1 for every vote received.

The contest will open with a special performance from Kim Perez, a local teen who has benefited from Roca, a United Way-funded organization helping high-risk youth in Greater Boston. The event also will feature My Giving Helps giveaways and, of course, cake pops.

To learn more about the campaign or make a donation, visit *www.mygivinghelps.org*. ■

MY GIVING HELPS

THE MGH FUND + UNITED WAY

Institute hosts 'Health Information Day'

THE BULFINCH LAWN was abuzz Sept. 12 with employees eager to learn about the Mass General Institute for Heart, Vascular and Stroke Care during "Health Information Day." Designed to introduce the MGH community to the new interdisciplinary Institute, the event featured informational sessions, panel discussions, hands-on demonstrations, samples from area food trucks and promotional giveaways.

The Institute's team-based collaborative approach brings together members of the Corrigan Minehan Heart Center, Vascular Center and Stroke Service to provide more well-rounded integrated clinical care to improve and advance the diagnosis and treatment of heart, vascular and cerebrovascular conditions. This is the first truly integrated cardiovascular and cerebrovascular institute in the region and sets a new paradigm in the management of patients.

REDEFINING CARE: From left, Jaff with Ann Prestipino, senior vice president for Surgical and Anesthesia Services and Clinical Business Development and Institute executive sponsor, and Timothy Ferris, MD, medical director of the MGPO and vice president of Population Health Management at Partners.

"The skill and experience of the 2,500 people who are part of the Institute is incredible," says Michael R. Jaff, DO, medical director of the Vascular Center, who moderated three of the four panel discussions. "Everyone is really focused on providing the best care we can for our patients while also providing the best value for that care."

The event also featured 10 "innovation stations" where attendees could speak to Institute staff and view demonstrations and examples of research efforts and technological innovations. At the Resynchronization for Advanced Cardiac Therapy (ReACT) booth, Mary Orencole, RN, adult nurse practitioner in the Cardiac Resynchronization Therapy Program, discussed several cutting-edge treatments available at the MGH. "The reaction of the people coming by has been great," Orencole said. "They were able to be hands-on with the equipment and really learn what's going on in our program. They were able to understand first-hand the power of these remarkable monitoring systems that allow us to save lives."

For more information about the Institute, visit *www.massgeneral.org/institute.* ■

Hyundai donates $250,000 to MGH*f*C

FOR THE THIRD consecutive year, Hyundai Hope on Wheels presented MassGeneral Hospital *for* Children (MGH*f*C) with a $250,000 check to support pediatric cancer research. The program will award $10.25 million to 41 recipients throughout September in honor of National Childhood Cancer Awareness Month. Staff from MGH*f*C and representatives from Hyundai celebrated the donation at a Sept. 7 event in the Bulfinch Tent.

The MGH*f*C funds will go to Miguel Rivera, MD, assistant molecular pathologist, for his research on genomic abnormalities in osteosarcoma and Ewing's sarcoma, the two most common pediatric bone tumors. These are tumors with significant rates of metastasis and survival rates of approximately 65 percent, considerably lower than the average for most pediatric tumors. Rivera's work is a collaboration involving the departments of Pathology, Pediatric Oncology and Orthopædic Surgery.

"We believe that our project has a high likelihood of providing novel insights into cancer biology and revealing opportunities for therapeutic intervention," Rivera told the six Boston-area Hyundai representatives in attendance. "We really appreciate your confidence in our mission and your trust in what we do."

Ken Bloech, regional general manager for Hyundai, presented Rivera with a white coat featuring the Hope on Wheels logo and the handprint of Samantha Burke, 22, an MGH*f*C patient, to remind Rivera of those his work will help. Burke and other pediatric oncology patients covered a canvas with their handprints and initials, which Howard Weinstein, MD, chief of MGH*f*C Pediatric Hematology and Oncology, gave to Bloech as a token of thanks.

In honor of its 14th year fighting childhood cancer, Hyundai Hope on Wheels will donate an additional $5,000 to 14 of the 41 grant recipients. From now until Sept. 30, MGHers can vote for MGH*f*C to receive that money by tweeting "Vote @mghfc #Tweet4Hope."

HANDPRINTS OF HOPE: MGH staff and Hyundai representatives. Inset photo, Burke puts her handprint on Rivera.

Remembering Sept. 11, 11 years later

EMPLOYEES, patients and visitors paused to remember the Sept. 11, 2001 terrorist attacks during a special prayer service in the MGH Chapel on Tuesday. MGH Chaplain Rev. Patti Keeler led the midday service. Keeler described her experience of caring for Alzheimer's patients on the day of the attacks, shared prayers submitted by the hospital community and encouraged attendees to take part in recognizing the anniversary as a day to perform good deeds.

NEVER FORGET: Members of the MGH community gathered in the Chapel.

09.14.12

MGH HOTLINE

WHAT'S HAPPENING

MGH flu clinics

The MGH Occupational Health Service will kick off its annual seasonal flu vaccination campaign for employees on Sept. 17. Clinics will be held Sept. 17 through Sept. 21 from 7 am to 5 pm daily in the Bulfinch Tents and Oct. 20 and 27 from 9 am to 3 pm at Tea Leaves and Coffee Beans; Oct. 3 from 8:30 am to 3 pm and Oct. 10 from 8:30 am to 1 pm at Charlestown Navy Yard; Oct. 2 and Oct. 15 from 10 am to 2 pm in Danvers; Oct. 4 from 11 am to 4 pm at 101 Merrimac St.; Oct. 11 from noon to 4 pm in Waltham; Oct. 9 from 9 to 11 am in Somerville; Oct. 9 from 1 to 3:30 pm in Medford; and Oct. 18 from 8:30 am to 1 pm at the Schrafft's Center. To be vaccinated, bring an MGH/PHS ID badge and wear clothing that rolls easily up to the top of the arm. For those unable to attend the clinics listed above, call Occupational Health Services at 617-726-2217 to schedule an appointment.

Emergency Preparedness Day

In recognition of September as National Preparedness Month, the MGH will host its annual Emergency Preparedness Day Sept. 19 in the White Lobby. MGH staff and visitors can stop by and learn about the MGH Emergency Preparedness Program, the MGH Chemical HAZMAT Response Team and ways to prepare for disasters at the hospital and at home. Other events include Code Silver presentations and an emergency preparedness video Sept. 26 at 7 am and Sept. 27 at 10 pm in the O'Keeffe Auditorium. For more information, contact Tom Herrmann, administrative manager of Emergency Preparedness, at *tmherrmann@partners.org*.

Falls prevention table

The MGH Patient Care Services Collaborative Governance Falls Committee will host an information table Sept. 21 from 10 am to 3 pm in the White Lobby in recognition of national Falls Prevention Awareness Day and the efforts at the MGH to eliminate patient falls, the No. 1 cause of injury-related deaths for older Americans. The table will feature educational materials on falls prevention strategies as well as prizes.

'SAFER Fair'

Collaborative Governance champions from the Skin Care, Pain Management, Falls Prevention, Patient Education, Restraint Solutions and Research and Evidence-Based Practice committees will share initiatives to create a safer environment for patients and their families during a "Skin, Analgesia, Falls, Education, Ethics, Restraint, Research (SAFER) Fair" Sept. 25 from 11 am to 2:30 pm in the Bulfinch Tent. The event – open to all patients, families and staff members – will features games, food and door prizes.

Celebrate the Warren Library

All employees are invited to join a celebration of the Warren Library Sept. 27 from 11 am to 1:30 pm in the library, located on Bulfinch 015. A short program at 12:15 pm will give employees an opportunity to share stories and memories of the library. Refreshments will be served from 11:30 am to 1 pm. On Sept. 28, the library will transition from a physical space to a mobile source of paperback books, magazines and other materials operated by Volunteer Services and eventually to an electronic library of reading materials for patients. To register for the celebration, email *mghhrevents@partners.org*.

Institute symposium

The Institute for Heart, Vascular and Stroke Care will host a symposium, "Management of Carotid Artery Stenosis and Acute Stroke," with Michael Jaff, DO, medical director of the Vascular Center, and Kenneth Rosenfield, MD, section head for Vascular Medicine and Intervention, on Sept. 29 at the Starr Center Auditorium, located at 185 Cambridge St. For more information, visit *www.mghacademy.org* and click the Vascular link.

IRB educational seminars

The MGH Clinical Research Program will host the following seminars from 3:30 to 5 pm in the Simches Center, Room 3.110: "IRB Issues for the Bench and Desk Scientist" on Oct. 2 and "What Does the IRB Really Want? How to Write a Human Studies Protocol" on Oct. 4. Register at *http://hub.partners.org*.

Fellowship applications sought

The Kraft Center for Community Health now is accepting applications for its fellowship program, a two-year program to prepare a new generation of physicians who will contribute to the field of community health and lead the development of new models of collaboration between academic medicine and community health centers. For more information, visit *www.kraftcommunityhealth.org*.

Zombie autopsies talk

The Maxwell & Eleanor Blum Patient and Family Learning Center will host a book talk, "The Zombie Autopsies: Secret Notebooks from the Apocalypse," with author and MGH psychiatrist Steve C. Schlozman, MD, on Sept. 18 from noon to 1 pm in the Blum Center, located on White 110. The talk is open to MGH staff and patients. Space is limited. For more information, call 617-724-7352 or email *pflc@partners.org*.

Harvard Business School seminar

Applications are now being accepted for graduate students, residents and junior physicians to attend the week-long, graduate-level seminar, "Redefining Health Care: Creating Value-Based Competition on Results" at Harvard Business School from Jan. 7 to 11, 2013. The application process includes two rounds. The first is due no later than Sept. 21 at 5 pm and the second Nov. 2 at 5 pm. For more information, visit *www.surveymonkey.com/s/VBHC2013*.

IN GENERAL

Joseph Kvedar, MD, founder and director of the Partners Center for Connected Health, has been named the recipient of the 2012 Future of Health Technology Award from the Future of Health Technology Institute. The annual award honors innovative thinkers whose work helps reduce suffering, maximize the potential for self-realization and extend human potential with technology. The award will be presented Oct. 1 during the institute's annual summit at the MIT Faculty Club.

Andrew Luster, MD, PhD, chief of the Division of Rheumatology, Allergy and Immunology and the director of the Center for Immunology and Inflammatory Diseases, has been awarded the Arthritis Foundation's Lee C. Howley Sr. Prize for Research in Arthritis. The honor recognizes researchers whose contributions during the previous five years are a significant advance in the understanding, treatment and prevention of arthritis and rheumatic diseases.

Camille Nelson Kotton, MD, MGH Clinical Director for Transplant and Immunocompromised Host Infectious Diseases, has received the 2012 Roche Award for Transplant Infectious Disease from The Transplantation Society, given to individuals who have had a major international impact on the field of transplantation. Kotton's work includes reducing the risk of transplant-related infectious diseases and increasing vaccination in transplant recipients.

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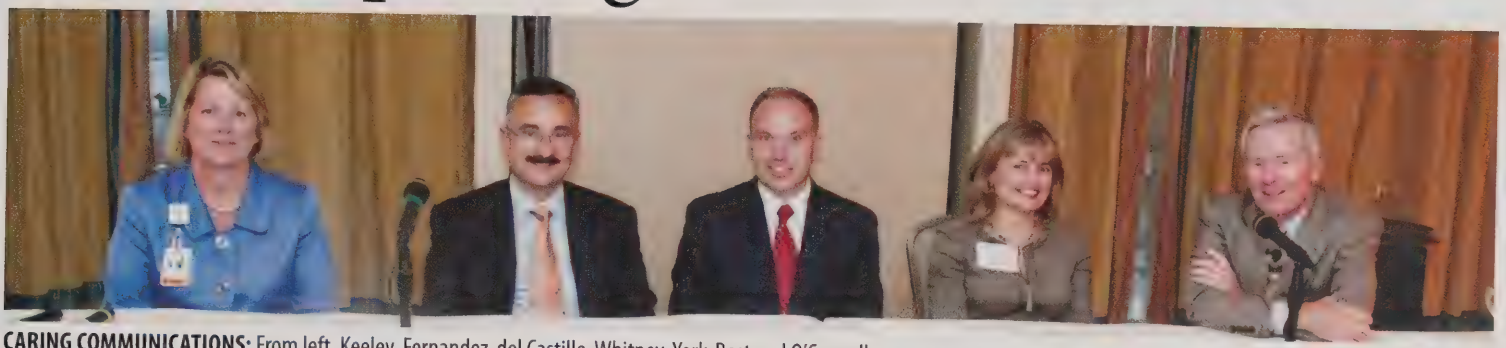
09.21.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGPO focuses on best practices for improving communication



CARING COMMUNICATIONS: From left, Keeley, Fernandez-del Castillo, Whitney, York-Best and O'Connell

DISCOVERING AND EMBRACING NEW WAYS to strengthen communication between clinicians and their patients was the theme of the MGPO's second annual fall service excellence program, hosted by the MGH/MGPO Service Excellence Practice Improvement Division. The program is part of the hospital's ongoing effort to improve the experience of patients and families.

"For us to be able to differentiate ourselves and maintain the quality and excellence here at the MGH, we have to work on our communication skills as an entire group," said Alexa Kimball, MD, MPH, senior vice president of the MGPO and vice chair of the Department of Dermatology. "As a testament to our commitment, we have 200 people signed up to attend the talks, symposia and meetings during this two-day program. I think this really speaks to the grassroots nature and enthusiasm surrounding this work."

The program culminated with a Sept. 18 dinner symposium at the Holiday Inn Boston at Beacon Hill, where nationally recognized health care communication expert Daniel O'Connell, PhD, engaged attendees in conversation during his presentation, "Ten Habits of Highly Effective Clinicians: Best Practices for Improving Communication." O'Connell, who serves as a consultant to the Institute for Healthcare Communications and is on the faculty of the Foundation for Medical Excellence, showed how clinicians can alter their current habits and routines to work better within both structured and spontaneous encounters with their patients.

"There are really three goals that have been demonstrated to powerfully affect the patient experience," O'Connell said. "The patients should come away thinking not only was that great clinical care, but

(Continued on page 4)

Campaign for the Third Century enters the home stretch

RED SOX OWNER John Henry and his wife, Linda Pizzuti Henry, hosted a dinner reception Sept. 15 in celebration of philanthropy at the MGH and the success of the $1.5 billion Campaign for the Third Century of MGH Medicine, which ends in 2013. The Henrys are honorary co-chairs of the campaign, believed to be the largest-ever such initiative in New England. Approximately $1.4 billion – 94 percent of the total goal – has been raised thus far.

More than 400 people attended the evening reception, including MGH donors, trustees, leadership and staff. Remarks were given by the Henrys as well as Cathy Minehan, chair of the Board of Trustees, James Cash, MD, honorary trustee, Peter L. Slavin, MD, MGH president, and Henri Termeer, trustee, and his wife, Belinda Termeer, a director on the Cancer Center Leadership Council. The event featured the presentation of a video about the world-class research and care the MGH provides, and Broadway actress Mary Faber, who performed a song as a token of thanks to her surgeon, Steven Zeitels, MD, chief of the Center for Laryngeal Surgery and Voice Rehabilitation.

For more information about the Campaign for the Third Century of MGH Medicine, visit *www.thirdcenturyofmedicine.org*.

A WINNING TEAM: From left, Carl Martignetti, chair of the MGH President's Council, Linda and John Henry and Slavin

Employee giving improves care for community

TWO YEARS AGO, the Boys & Girls Clubs of Boston identified a gap in their services. The clubs were providing 14,000 kids and teens each year with skill-building initiatives in topics from arts to academics to technology, but they lacked a program focused on health and wellness. Fortunately, they knew where to turn to fill that gap: the MGH.

Soon, MGH nurse Jennifer Spina, RN, began to work exclusively out of the clubs. "Mass General's health centers share communities like Chelsea and Charlestown with the Boys & Girls Clubs, so it was a natural fit," says Jeanette Ives Erickson, RN, DNP, senior vice president for Patient Care and chief nurse who is serving as a co-chair of My Giving Helps: The MGH Fund + United Way Employee Campaign. "Donations to the MGH Fund and United Way provided the funding necessary for a program like this to take place."

In addition to educating kids, teens and their families about the importance of healthy eating and exercise, "Nurse Jen" enlists hospital resources to help members at the clubs, such as nursing students from the MGH Institute of Health Professions who perform health screenings. "What she brings is something we could not do internally; it was out of our realm," says Jean Pagliuca, director of Operations for the Boys & Girls Clubs. "Jen helps us with everything from internal health policies and procedures to educating members about washing their hands or brushing their teeth."

To learn more about programs the employee giving campaign helps, visit *www.mygivinghelps.org*. Donations are accepted through Sept. 28.

Lurie Center joins largest study of drug to treat social impairment

THE LURIE CENTER FOR AUTISM at MassGeneral Hospital *for* Children will take part in a $12.6 million study of the effectiveness of using intranasal oxytocin – a hormone believed to be important in the formation of social bonds – to treat impaired social relatedness in children and teens with autism spectrum disorders. Impaired social relatedness – a lack of nonverbal communication and empathy and a failure to develop age-appropriate peer relationships – is a core feature of autism spectrum disorders.

The study is funded by a grant from the National Institutes of Health Autism Centers of Excellence (ACE) program awarded to researcher Linmarie Sikich, MD, of the University of North Carolina-Chapel Hill. Sikich will lead the effort for the ACE Study of Oxytocin in Autism to improve Reciprocal Social Behaviors Network, coordinating research from network sites at the Lurie Center, the Mount Sinai School of Medicine, Vanderbilt University and the Seattle Children's Research Institute.

"There's never been a medication shown to consistently help the core impaired social relatedness in patients with autism spectrum disorders," says Christopher J. McDougle, MD, director of the Lurie Center. "This will be the largest drug study ever done in autism, and we're excited to be a part of it."

The study, expected to launch in early 2013, will last five years and enroll 300 children and teens ages 3 to 17 with an autism diagnosis. Each site will recruit patients who will be randomly assigned to receive either intranasal oxytocin or a placebo for the first six months. All participants will then receive the drug for another six months.

McDougle says the study is unique in its broad approach – focusing equally on a variety of subsets within the autism spectrum, including verbal and nonverbal individuals. This is the first treatment study the Lurie Center has participated in since its establishment in 2009.

For more information, visit *www.med.unc.edu/psych/aspire/soars* or email *LurieCenterResearch@partners.org*. ■

Home Base Program names new executive director

RETIRED BRIG. GEN. JACK HAMMOND has been named executive director of the Red Sox Foundation and the MGH Home Base Program, which provides clinical care, community education and research in support of Iraq and Afghanistan war veterans and families affected by post-traumatic stress and traumatic brain injury.

Hammond succeeds John Parrish, MD, executive director of the Center for Integration of Medicine and Innovative Technology (CIMIT), a Vietnam veteran who helped found the Home Base Program. Parrish retired from the position last spring.

During his 30-year career in the U.S. Army, Hammond commanded troops at the platoon, troop, battalion and brigade levels both at home and abroad, including Iraq in 2003 and Afghanistan from 2011 to 2012. In July 2011, Hammond became the first Massachusetts National Guard officer to achieve the rank of general in a combat theater since World War II. Hammond is the recipient of numerous military honors, including the Distinguished Service Medal, the Legion of Merit with Oak Leaf Cluster, the Bronze Star, the Meritorious Service Medal with Oak Leaf Cluster and the Army Commendation Medal for Valor with Oak Leaf Cluster. For Hammond's full biography, visit *http://bit.ly/HBLeadership*.

FUNDING THE FUTURE: From left, Slavin, Williams, Bentley-Lewis, Carter, Watkins and Olson

MAO event celebrates awardees, SNMA

SURROUNDED BY displays about past and current medical innovations, MGH leadership, faculty and a future generation of innovators from the MGH and across the country – medical students and trainees – gathered at the Paul S. Russell, MD Museum of Medical History and Innovation Sept. 14 to celebrate the 2012 Multicultural Affairs Office (MAO) Faculty Development Award winners. The event also helped kick off the Student National Medical Association's (SNMA) National Leadership Institute conference, co-hosted for the first time by MGH, MAO and the Harvard Medical School chapter of the SNMA. The SNMA is the oldest and largest student-run organization focused on the needs and concerns of medical students of color.

Peter L. Slavin, MD, MGH president, and Elena Olson, executive director of MAO, welcomed guests and emphasized the hospital's dedication to diversity. "Increasing the diversity of our workforce is important for three reasons," said Slavin. "For one, it's simply the right thing to do. Also, if we want to be in a position to care for people of different cultural and ethnic backgrounds, we must have a workforce that understands their needs. Finally, research shows that the more diverse a group is, the better the quality of ideas that come from it."

"MAO collaborates with every department and hospital leadership to advance the careers of individuals from backgrounds that are underrepresented in medicine," added Olson. "We encourage you to think of MAO as a home away from home."

During the event, Will Siu, MD, a resident in Psychiatry and Organization of Minority Residents and Fellows board member, encouraged colleagues to become involved with the program. SNMA President Nisha Branch thanked the MGH for its support and noted that the gathering would be the largest National Leadership Institute ever, with more than 120 students attending.

Winfred Williams, MD, nephrologist and co-chair of the MAO Advisory Board, and Michael Watkins, MD, vascular surgeon – who both serve on the MAO Faculty Development Awards selection committees – presented the 2012 awards. Rhonda Bentley-Lewis, MD, of the Diabetes Unit, is the recipient of the Physician-Scientist Development Award for "Development of a Screening Algorithm for Gestational Diabetes Mellitus," and Jocelyn Carter, MD, MPH, of the Academic Hospitalist Service, is the recipient of the Clinician-Teacher Development Award for "Reducing 30-Day Hospital Readmissions in an Academic Medical Center." The awards, funded by the President's Office, the Executive Committee on Research and the MGPO, provide $120,000 over four years.

"I'm very excited about this work," said Carter. "With the help of the small but mighty coalition of the willing who I've gathered, I look forward to generating outcomes that will improve care delivery here at MGH and beyond." ■

Leadership meeting highlights

PETER L. SLAVIN, MD, MGH president, opened the Sept. 14 leadership meeting and appreciation luncheon with some good news: the hospital is doing better than predicted financially because of increased patient volume. Slavin also touched on the ongoing work of the Strategic Initiative and progress toward implementing the new Partnerswide clinical and administrative electronic system, eCare.

"eCare requires a huge amount of work for us across Partners," said Slavin. "But it will help us continue to provide great, seamless care for our patients and their families."

Jeff Davis, senior vice president for Human Resources, shared information about new retirement plan options designed to help employees optimize retirement savings through tax-sheltered annuities. Letters with more details are being sent to participants in October, and informational workshops will be held between Oct. 14 and Dec. 14.

The Innovation Units were next on the agenda, with Jeanette Ives Erickson, RN, DNP, senior vice president of Patient Care and chief nurse, providing an update about the numerous interventions being implemented on the 12 inpatient units that form the base for a new care delivery model.

"Early signals point to success," said Ives Erickson. "Our approach is being validated by our patients and their families as well as our staff."

She also shared the breaking news that average length of stay to date has decreased from fiscal year 2011 by an average of 5.3 percent on Innovation Units, compared with an increase of 0.3 percent on typical units. Ives Erickson noted that this statistic is especially impressive at a time when patient acuity – the complexity of care required – has been increasing.

Hilary Smiley Marshall, senior director of Development, My Giving Helps, closed the meeting by rallying managers and supervisors to support the My Giving Helps: The MGH Fund + United Way Employee Campaign, which runs from Sept. 4 through 28. She presented the music video, "Donate Maybe!" featuring MGH employees, and explained the numerous ways funding supports both the hospital and the community the MGH serves. To make a donation, visit *www.mygivinghelps.org.* ■

WHAT'S HAPPENING

Hotline correction

In the Sept. 14 *Hotline* story "Police and Security ambassador saves physician," the quote from Rachel Rosovsky, MD, was incorrectly attributed to her.

NORC accepting applications

The Nutrition Obesity Research Center (NORC) at Harvard Medical School – previously known as the Harvard Clinical Nutrition Research Center – is now accepting applications for new pilot/feasibility projects and renewals of current one-year projects. Candidates must submit applications by Nov. 1 to Ewelinka Grzejka at *egrzejka@partners.org*. For more information or to download a PDF of the application, visit *http://nutrition.med.harvard.edu/research/pfp.html*.

Heart Center education class

Mary Orencole, NP, coordinator of the Cardiac Resynchronization Therapy Program, will present "Understanding Remote Monitoring of Cardiac Devices" Oct. 3 from 10:30 to 11:30 am in the Yawkey Center, fourth floor, Room 820.

Health Literacy Month events

In recognition of October as Health Literacy Month, the MGH Institute for Patient Care Education Committee will host an information table in the White Lobby Oct. 9 from 9 am to 3 pm and a Blum Visiting Scholar Program, "Becoming a Health Literate Organization: Soup to Nuts Strategies," with speaker Cindy Brach, MPP, senior health policy researcher at the Agency for Healthcare Research and Quality, Oct. 18 from 1:30 to 2:30 pm in the O'Keeffe Auditorium. For more information, call 617-724-7352.

Blum Center events

The Maxwell & Eleanor Blum Patient and Family Learning Center is offering the following free programs: "Shared Decision Making: Women's Health" Oct. 4 with speakers Karen Carlson, MD, medical director of MGH Women's Health Associates, and MGH psychologist Kathleen Ulman, PhD; a harp music performance by MGH volunteer Becky Wertz on Oct. 10; chair yoga with Laura Malloy, LICSW, from the Benson-Henry Institute for Mind Body Medicine, Oct. 19; a book talk, "Chicken Soup for the Soul: Boost Your Brain Power," with author and MGH neurologist Marie Pasinski, MD, Oct. 24; and "Selecting the Right Shoe for You" Oct. 30 with Marie Figueroa, PT, DPT, ATC, MGH physical therapist. All programs run from noon to 1 pm in the Blum Center. For more information, call 617-724-7352.

Social media seminar

The MGH Clinical Research Program will host "Using Social Media in Clinical Research" Oct. 17 from 12:30 to 1:30 pm in the Simches Center, Room 3.110. Registration is required at *http://hub.partners.org/catalog*.

Submit news tips and story ideas to *MGH Hotline*

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— *MGPO*

(Continued from page 1)

also that they were cared about, understood, included in the decisions being made and treated by clinicians who respected their privacy and understood their background. There should also be a mutually agreed-upon treatment plan that the patient is willing to adhere to, and the visit should be done in a time-efficient manner."

The session also included a panel discussion with Carlos Fernandez-del Castillo, MD, director of the Pancreas and Biliary Surgery Program at the MGH; Carey York-Best, MD, director of the Benign OB/GYN Division and the OB/GYN Clerkship; Adele Keeley, RN, MA, nursing director of the Medical Intensive Care Unit; and Kevin Whitney, RN, associate chief of Nursing. The panelists shared their perspectives on O'Connell's talk and fielded questions from the audience. Discussion centered on how several disciplines – including physicians, nurses and other clinical professionals – can be more effective in communicating with patients.

The Service Excellence Team is available to help all areas of the hospital improve the patient experience. For more information, contact Rick Evans, senior director of Service, at *revans6@partners.org* or 617-724-2164. ■

Institute laces up for Heart Walk

MORE THAN 250 MGHers gathered on the Charles River Esplanade on Sept. 15 to participate in the 2012 American Heart Association (AHA) Boston Heart Walk. About 20 teams from the newly formed Mass General Institute for Heart, Vascular and Stroke Care joined a crowd of more than 10,000 participants in one-, two- and six-mile courses. The MGH teams raised nearly $37,000 to help the AHA promote physical activity and fight cardiovascular diseases and stroke in the Greater Boston area. Donations are still being accepted.

Kathleen Gallen, RN, BSN, nurse manager for Outpatient Access for the Institute, says this year's walk was extra special. "This was the first year we were able to come together as the Institute for Heart, Vascular and Stroke care and walk for such a great cause. I am thrilled we had so many enthusiastic staff members contribute to the success of the walk."

For more information, visit *http://bit.ly/QC8RBB*. For more information about the Institute for Heart, Vascular and Stroke care, visit *www.massgeneral.org/institute*.

GOOD HEARTS: Heart Walk supporters, including Institute staff Nicole Navarrete, left, and Jessica Trudell, second from right

09.28.12

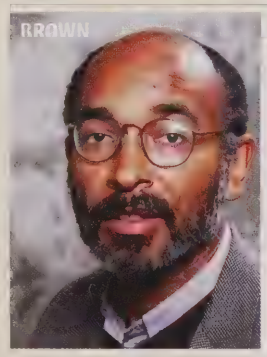
MGH HOTLINE

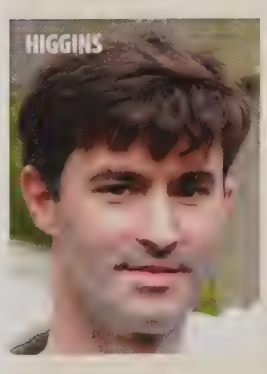
A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Major NIH grants support innovative research projects

ALTSHULER

TWO RESEARCH TEAMS led by MGH investigators have received the 2012 Transformative Research Award – which supports unconventional interdisciplinary programs that have the potential to create or change fundamental scientific principles – from the National Institutes of Health (NIH). Among the 20 groups nationwide awarded these five-year, multimillion-dollar grants is a team led by David Altshuler, MD, PhD, of the departments of Medicine and Molecular Biology, that will use stem cell technologies to investigate gene variants associated with several common health conditions. A team led by Emery Brown, MD, PhD, of the Department of Anesthesia, Critical Care and Pain Medicine, will investigate and develop new approaches to inducing and maintaining general anesthesia. In addition, John Higgins, MD, of the Center for Systems Biology and the Department of Pathology, is one of 51 recipients of the NIH New Innovator Award, which supports early-career investigators embarking on creative projects that may have a significant impact on human health.





Altshuler's team, with additional leadership from Chad Cowan, PhD, Harvard Stem Cell Institute (HSCI); Feng Zhang, PhD, Broad Institute and Massachusetts Institute of Technology (MIT); and Kiran Musunuru, MD, PhD, BWH and HSCI – will use advanced stem cell and gene sequencing technologies to engineer populations of muscle, liver, fat

(Continued on page 4)

MGHers showcase singing talents

POWERFUL VOICES: From left, Powell, Castleton, Vanderburg, Downes-Berry and Pierre

"And I found a dream that I could speak to/ A dream that I can call my own."

EMILY VANDERBURG clutched a gold microphone as she belted out those lyrics from "At Last" by Etta James. The song not only sparked thunderous applause from the audience, but also proved to be a prediction for the Operating Room administrator. Minutes later, Vanderburg's dream was realized when she was awarded a gold trophy naming her as this year's MGH Star Performer.

"It's amazing," Vanderburg said. "I'm shocked. Everyone was just so talented – they were all just so good."

More than 30 MGHers first showcased their talents in mid-September during tryouts for the annual singing competition, which was hosted by MGH Human Resources and My Giving Helps: The MGH Fund + United Way Employee Campaign. As a special surprise, the campaign co-chairs donated $1 for each of the 267 votes received. The judges – Susan Barraclough, director of Nutrition and Food Services, Bill Banchiere, director of Environmental Services, and Shea Asfaw, chief of staff for Administration – then narrowed the field to six finalists who took to the stage Sept. 20 in the hopes of capturing the coveted 2012 MGH Star Performer title.

During the competition, the trio gave rave reviews of each singer, but ultimately it was the employees gathered beneath the Bulfinch Tent who cast their votes to crown the winner. The decision was not easy – each performer brought a distinctly personal style to the stage.

Ben Castleton, senior data analyst and programmer in the Critical Care Management Unit, shared his vocal prowess in "Bring Him Home" from "Les Miserables;" Meaghan Downes-Berry, research finance specialist at Partners Research Management, added

(Continued on page 3)

¡Soy Latino! MGH community honors Gonzalez awardees

"SOMEBODY ONCE TOLD ME that I am like a tiger with my patients who struggle to communicate," says Olga Campos, RN, of Ellison 19 Thoracic Surgery. "Everyone deserves the same care, so I am extra protective of them. I know that when I first came to the United States, the only thing I understood how to say was 'yes.'"

For her extraordinary dedication to patients, especially those who do not speak English, Campos was chosen as one of this year's recipients of the Ernesto Gonzalez Award for Outstanding Service to the Latino Community named for longtime MGH dermatologist Ernesto Gonzalez, MD. She and Dulce Cardona-Rivera – who serves as office coordinator for Materials Management and was selected for her passion for helping others – were celebrated at a Sept. 18 breakfast in the Thier Conference Room. The event, which also helped kick off Latino Heritage Month, is sponsored annually by the Committee for Latino Initiatives and Human Resources. Approximately 3,000 MGH employees identify themselves as Latino.

MAKING A DIFFERENCE: From left, Cardona-Rivera, Gonzalez and Campos

Attendees were welcomed to the breakfast with traditional music as well as festive "¡Soy Latino!" pins. Milton Calderon, a coordinator for the Volunteer Department, gave a presentation about the success of a new version of the Be Fit employee fitness program, specifically designed for Latinos.

Jeff Davis, senior vice president for Human Resources, and C. Andres Bedoya, PhD, an MGH psychologist and past award recipient, also spoke. Both remarked that Gonzalez, despite being among the most accomplished and well-respected physicians at the MGH, remains incredibly humble.

Gonzalez then presented the awards to the 2012 recipients. Accepting her award, Cardona-Rivera described coming to the U.S. at the age of 9. "My parents sacrificed for their children, leaving behind friends and family in Puerto Rico and moving to Boston so we could have a better life. It was very difficult for them. But my parents taught us values and principles, to be proud of who we are and to never forget where we came from."

Campos thanked her mentor, Marian Jeffries, RN, CNS, FNP, and encouraged clinicians to make an extra effort to ensure their patients understand them. "You must have an open mind and heart when you care for these patients," said Campos. "It will make a big difference."

COMMITTEE EFFORT: From left, Sharon McKe[illegible], RN, nursing director, Knight Center for Cardiovascular Interv[illegible]y; Tom Blanchard, ACNS, MEd, MS, clinical nurse specialist; May Ca[illegible]urse; and Ken Rosenfield, MD, [illegible]

STEMI and PERT committees educate hospital staff

PICKING UP ON THE MOMENTUM of this month's Institute for Heart, Vascular and Stroke Care "Health Information Day" and participation in the 2012 Boston Heart Walk, two committees from the Institute – the ST-Elevation Myocardial Infarction (STEMI) Quality and Safety Committee and the new Pulmonary Embolism Response Team (PERT) – hosted information tables Sept. 20 to help educate staff about the activation protocols for both conditions.

"PERT is a new, multidisciplinary resource for clinicians caring for patients with severe pulmonary emboli or deep vein thrombosis," says Janet McClintic, administrative manager in the Corrigan Minehan Heart Center. "PERT coordinates and expedites care to provide the best therapeutic options available for each patient – integrating Cardiac Surgery, Emergency Medicine, Pulmonary/Critical Care Services, and Vascular Medicine and Intervention – and sometimes using video conferencing to determine optimal treatments."

McClintic says it is important all hospital employees know the dangers of pulmonary emboli – clots that travel to arteries in the lungs, forming potentially life-threatening blockages. Beginning Oct. 15, in-house providers who suspect pulmonary emboli in patients are instructed to call 4-PERT (4-7378) to activate the team.

"Patients who have symptoms such as unexplained shortness of breath, chest pain and/or palpitations, coughing up blood, fatigue and/or fainting, need to seek urgent medical help," McClintic says. "Time is of the essence."

Time is also critical for STEMI, the most severe type of heart attack, which is identified by characteristic changes on an electrocardiogram (EKG). Heart attacks occur when a coronary artery becomes at least partially blocked by a blood clot.

Warning signs of a heart attack include, but are not limited to, chest discomfort; discomfort in other areas of the upper body; neck, throat or jaw ache; indigestion; shortness of breath; fatigue; cold sweats; nausea; and lightheadedness. If a patient displays the signs or symptoms of an acute cardiac event, staff need to contact the Rapid Response Team at 6-3333. Within 10 minutes clinicians should obtain a 12-lead EKG, contact the patient's care team and transmit the EKG to the MUSE system. The Rapid Response Team is part of the STEMI committee, along with Interventional Cardiology, Emergency Medicine, and the Office of Quality and Safety.

To view resource sheets for both PERT and STEMI protocol, visit *http://bit.ly/UJ5WMK*. For more information about either program, contact McClintic at 617-724-7739 or *jmcclintic@partners.org*. ■

Cambria first incumbent to Linton professorship

"MORE THAN ANYTHING ELSE, to achieve good results, you must do it right!" once said the late Robert R. Linton, MD, the first vascular surgeon at the MGH and a national and international leader in the field. In recognition of his dedication to his students and the field of vascular surgery, MGH and Harvard Medical School (HMS) faculty gathered Sept. 14 at the Harvard Club of Boston to celebrate the newly established Robert R. Linton, MD, Professorship in Surgery in the Field of Vascular and Endovascular Surgery at HMS and its first incumbent, Richard Cambria, MD, chief of the MGH Division of Vascular and Endovascular Surgery and co-director of the Thoracic Aortic Center.

"Dr. Linton was innovative and independent, devising new surgical methods that today are taken for granted but were transformative when vascular surgery was in its infancy," said Peter L. Slavin, MD, MGH president. "It is a fitting tribute that this professorship bears his name."

Linton, who died in 1979, served as chief of Vascular Surgery from 1946 until his retirement in the 1960s. He was known to insist on perfection and enthusiastically take on the most complicated cases. In 1973, he published one of the most respected texts in the field, *An Atlas of Vascular Surgery.* In 1976, W. Gerald Austen, MD, now chair of the MGH Chiefs Council, helped establish a fellowship in Linton's name, and a conference room in the Bigelow Building was dedicated in his honor in 1990. The New England Society for Vascular Surgery (NESVS), which Linton co-founded, established the Robert R. Linton Distinguished Lecture in 1989.

In addition to Slavin, MGH Surgeon-in-Chief Keith D. Lillemoe, MD, and HMS Dean Jeffrey Flier, MD, also spoke at the event. "This professorship will ensure that, at the Mass General, there will forever be a vascular and endovascular surgeon of the caliber of Robert Linton," said Lillemoe. "It is fitting and appropriate that Dr. Richard Cambria is named the inaugural Linton Professor."

Cambria trained at the MGH from 1977 to 1984 and joined the staff in 1986. He currently has the largest practice of aneurysm and carotid artery surgery in Massachusetts, and his division has performed more stent graft repairs of abdominal and thoracic aortic aneurysms than any institution in the Northeast. Cambria is a past president of the NESVS and immediate past president of the Society for Vascular Surgery. He is associate editor of the *Journal of Vascular Surgery* and has published more than 265 peer-reviewed articles and book chapters.

A FITTING TRIBUTE: From left, Lillemoe, Flier, Cambria and Slavin

PHOTO BY SUZANNE CHARBONNEAU

"Establishment of the Linton Professorship is a sentinel event at the MGH, nearly 100 years after the first Vascular Clinic was created at MGH in 1928," says Cambria. "Dr. Linton began modern vascular surgery in New England in the 1950s and thereby established the leadership role of MGH in vascular disease management. The professorship in his name is a fitting, and for me humbling, tribute to this legacy." ■

For 10 years, on-campus proton therapy offers hope

THE 10TH ANNIVERSARY of proton therapy on the MGH campus was celebrated Sept. 20. Guests at the event included Victoria Kennedy, wife of the late Sen. Ted Kennedy, who received proton therapy as an MGH patient. More than 5,500 patients have received proton therapy over the past 10 years, and staff deliver more than 14,000 treatments annually.

"The Proton Therapy Center is a beacon of hope to many. Our goal in the years ahead is to add a second machine so that we can provide this treatment to every patient who needs it," says Jay Loeffler, MD, chief of Radiation Oncology.

PROTON MILESTONE: From left, Tracy Batchelor, MD, executive director of the Brain Tumor Center; Nancy Tarbell, MD, of Pediatric Radiation Oncology; Slavin; Andrew Gordon, an MGH patient; Kennedy; and Loeffler

— *Singing talents*

(Continued from page 1)

some country finesse to Bonnie Raitt's "Something to Talk About;" Nancia Pierre, an operations associate for Patient Care Services, who starred in the My Giving Helps campaign's "Donate Maybe" music video, performed a spirited rendition of Adele's "Rolling in the Deep;" followed by Reina Powell, patient services coordinator for Internal Medicine, who wowed the audience with Adele's "Someone Like You;" and Neetu Singh, PhD, a Cancer Center researcher in the Dyson Lab at the Charlestown Navy Yard, had even the judges out of their seats dancing with her version of the Dixie Chick's cover of "Landslide."

The performances were taped and will be available for viewing online in the near future; information will be sent via the Daily Broadcast email. The campaign ends Sept. 28. For more information, visit *www.massgeneral.org/mygivinghelps.* ■

WHAT'S HAPPENING

Parking rate increases

Effective Oct. 1, there will be an increase in MGH subsidized employee parking rates because of significant increases in cost to the institution over the past five years. For more information about the change or other commuting options, call 617-724-6588.

National Case Management Week

The MGH Department of Case Management will celebrate National Case Management Week by hosting information tables Oct. 9 and 12 in the White Lobby and a lecture, "Case Management: At the Heart of Healthcare's Future," with speaker Nancy Skinner, RN-BC, CCM, of the Case Management Society of America, Oct. 17 from 12:30 to 1:30 pm in the O'Keeffe Auditorium. For more information, call 617-724-9879.

MGH Clinical Research Day

The 10th annual MGH Clinical Research Day will be held Oct. 11 and include the following sessions: a keynote address by James F. Gusella, PhD, director of the MGH Center for Human Genetic Research, at 8 am in the O'Keeffe Auditorium; a poster session displaying 230 posters at 9 am under the Bulfinch Tent; a panel discussion, "Integrating Genetics into Clinical Medicine: 'Sequencing' the Future of MGH," at 11 am in the O'Keeffe Auditorium with moderator Susan Slaugenhaupt, PhD, of the Center for Human Genetic Research, and panelists Henry C. Cheuh, MD, division chief of the Laboratory of Computer Science; Mark J. Daly, PhD, chief of the Analytic and Translational Genetics Unit; Alexandra B. Kimball, MD, MPH, senior vice president of the MGPO and vice chair of the Department of Dermatology; Jordan W. Smoller, MD, ScD, director of the Psychiatric and Neurodevelopmental Genetics Unit; and Gusella. For more information, call 617-724-2900.

Senior HealthWISE events

MGH Senior HealthWISE will host the following free events for seniors age 60 and older: a lecture, "What Do Gratitude and Forgiveness Have to Do with Living and Aging Well?" with MGH psychologist Bob Weber, PhD, Oct. 18 from 11 am to noon in the Haber Conference Room; and blood pressure screenings Oct. 22 from 1:30 to 2:30 pm at the West End Library. For more information, call 617-724-6756.

IN GENERAL

Christopher J. McDougle, MD, director of the Lurie Center for Autism, has been honored with the American Academy of Child and Adolescent Psychiatry's 2012 George Tarjan Award for Contributions in Developmental Disabilities. The award recognizes significant contributions to the understanding or care of those with developmental disabilities. McDougle will present a lecture, "Standing on the Shoulders of Giants," during the organization's 57th annual meeting Oct. 25 in San Francisco.

Submit news tips and story ideas to *MGH Hotline*

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National Disability Employment Awareness Month events

IN OBSERVANCE OF October as National Disability Employment Awareness Month, the MGH will host a series of events embracing the theme: "A Strong Workforce is an Inclusive Workforce: What Can You Do?"

"Celebrating this month is important to MGH because of its commitment to a diverse and inclusive workforce," says Betsy Pillsbury, disability resource coordinator for Partners HealthCare. "While this celebration started on a national level, its true spirit lies in the grassroots movement. The MGH is working to create a welcoming and accessible environment to all of our staff, patients and their families."

Sponsored by the MGH Council on Disability Awareness, the Employees with Disabilities Resource Group, the Employee Assistance Program (EAP), Human Resources and the Office of Patient Advocacy, a series of three events will begin with an Oct. 4 lecture, "A Strong Workforce is an Inclusive Workforce: How You Can Make a Difference." The lecture will discuss internal resources available to employees and share best practices to support employees with disabilities.

On Oct. 11, Zary Amirhosseini, disability program manager, will moderate a panel discussion, "Insights: Lessons We Can Learn from Employees with Disabilities," in which employees with disabilities will share insights and lessons from their experiences. A screening of the movie, "Lives Worth Living" – chronicling the history of the disabilities movement in the U.S. – will take place Oct. 25.

All three events will be from 2 to 3 pm in the O'Keeffe Auditorium. Employees who attend will receive a gift and are encouraged to pre-register for the sessions in PeopleSoft Self Service under Learning and Development > Request Training Enrollment. Use course code MGH104 for the Oct. 4 session or course code MGH111 for the Oct. 11 session. To request disability related accommodations, contact *MGHaccessibility@partners.org* one week in advance. There will also be an information table in the White Lobby Oct. 17 from 10 am to 2 pm. For more information, email *MGHaccessibility@partners.org*.

— *NIH awards*

(Continued from page 1)

and pancreatic beta cells that have different gene variants with the goal of more precisely determining how those variations relate to the development of type 2 diabetes, elevated cholesterol or heart disease. Brown's team – which includes Ken Solt, MD, MGH Anesthesia, and Matthew Wilson, PhD, and Ed Boyden, PhD, both of MIT – will use animal models to develop methods of inducing general anesthesia by directly modifying specific brain circuits, potentially leading not only to safer, more efficient anesthesia practices but also to better understanding of the brain's arousal control and to new therapies for conditions ranging from insomnia to coma.

Higgins will use existing clinical technologies that can simultaneously measure many properties of individual cells to develop models describing the population dynamics of different types of blood cells in living animals. These models may reveal how the behavior of blood cell populations is disturbed in cancer, infection and autoimmune disorders and may suggest better ways to monitor and possibly treat those disorders. The Transformative Research and New Innovator awards are part of the NIH High Risk-High Reward program, which supports creative approaches to solving major challenges in biomedical research. ■

10.05.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Transplant tolerance induction celebrates 10 years

TRANSPLANT TRIUMPH: Transplant tolerance induction staff with several patients

"HOW CAN I PUT INTO WORDS the difference you all made in my life?" asked Jen Searl, MLS, health educator at the Maxwell & Eleanor Blum Patient and Family Learning Center at the MGH. Searl had tears in her eyes as she addressed the crowd gathered to celebrate the 10th anniversary of the transplant tolerance induction program at the MGH. "You gave me the chance to be who I am today and who I was meant to be, and I want to thank you from the bottom of my heart."

In 2002 Searl became the first patient in the world to successfully undergo a procedure developed at the MGH that intentionally induced her immune system to accept another person's kidney as her own through a combined kidney and bone marrow transplant. The immune system tolerance produced by this protocol allowed Searl to receive the kidney without needing to take immunosuppressive drugs, which can have debilitating side effects, for the rest of her life.

The Oct. 1 celebration at the Paul S. Russell, MD Museum of Medical History and Innovation brought together Searl and three of the 10 previously treated patients with their MGH physicians, nurses and other staff members involved in the program. It was a reunion of sorts in which the patients and clinicians thanked each other for their shared contribution to medical history.

"I am so grateful for this procedure and for the MGH team," said patient Matt Knowles. "I have a smile on my face every time I come to this hospital."

"The patients are the courageous ones. They're the ones who say 'Yes! We will try this!'" said David Sachs, MD, director of the Transplant Biology Research Center.

While the procedure is not yet widely available because it is still regarded as experimental, MGH and international research efforts continue.

"This was a major milestone for Mass General, for the folks in the Transplant Center and the field of transplantation in general," said Benedict Cosimi, MD, chief emeritus of the Division of Transplantation. "We are here to recognize a long journey and to look forward to what's next." ■

MGH bids farewell to Warren Library space

IT WAS A BITTERSWEET MOMENT as MGHers bid farewell to the Warren Library during a Sept. 27 celebration honoring its 171-year history. The library's physical space in the Bulfinch basement has closed; however, it will continue to operate as a mobile cart run by Volunteer Services.

Surrounded by employees and by posters detailing the library's rich history, Jeff Davis, senior vice president of Human Resources, said that in its heyday in the 1940s, the library's circulation was 80,000 items checked out annually – but those numbers have steadily decreased to less than 500. In addition, concerns about infection control have grown as it has become increasingly difficult to adequately disinfect borrowed materials.

(Continued on page 2)

GOING MOBILE: Nicholson, left, and Davis display the new Warren Library mobile cart.

— *Warren Library*

(Continued from page 1)

"But the library's mission will still live on – in fact, it will go back to the way things used to be. We will deliver books to our patients and allow them to take them when they go home," Davis said, thanking MGH Buildings and Grounds for building a beautiful wooden cart to transport reading materials. He noted plans to create an electronic lending library are being reviewed.

"The Volunteer Department is honored to accept this book cart to use in continuing this service, the original mission and legacy of this room," added Wayne Newell, director of the Volunteer Department.

During the celebration, the library was remembered as a warm and inviting area for employees to enjoy while reading a newspaper or book. Brit Nicholson, MD, chief medical officer, recalled meeting many acquaintances and friends there. "I have always thought of the Warren Library as one of those treasures that was unique to the MGH," he said. "It was an oasis of refuge." ■

Two decades of transforming families

FAMILIES HELPED BY the MGH Vincent Obstetrics & Gynecology Fertility Clinic gathered Sept. 22 in the Bulfinch Tents to celebrate the 20th anniversary of the In Vitro Fertilization (IVF) Unit. The unit offers cutting-edge assisted reproductive technology services, including IVF and single-embryo transfer, in a highly individualized, private setting. More than 225 patients, family members and current and former staff members attended.

NEJM editor visits the MGH

JOHN COLLINS WARREN and James Jackson were busy men in the 1810s. One year after they penned the Circular Letter – the fundraising letter that would lead to the establishment of the MGH – they collaborated to create the first medical journal in the region. With the publication of its first issue in January 1812, the two Boston physicians began what is now the oldest continuously published medical journal in the world: the *New England Journal of Medicine (NEJM)*. Today, more than 600,000 people read the *NEJM* each week, and it is cited more often in scientific literature than any other medical journal.

To commemorate the bicentennial of the *NEJM* and the history it shares with the MGH, Editor-in-Chief Jeffrey Drazen, MD, presented "Two Hundred Years of Medical Advances" Sept. 20 at the Medical Grand Rounds in the O'Keeffe Auditorium. Drazen began by delving into the early lives of Warren and Jackson.

"After visiting London and Paris, which were centers of medicine at the time, Warren realized that Boston was a medical backwater," said Drazen. "In order to improve care, doctors needed to communicate with others; they needed to talk with one another."

Drazen described the various iterations of the *NEJM* over the last two centuries. Originally called the *New England Journal of Medicine and Surgery and the Collateral Branches of Medical Science*, the journal began as a quarterly publication. After merging with the *Boston Medical Intelligencer* 16 years later, it became the *Boston Medical and Surgical Journal* and was published weekly. The Massachusetts Medical Society purchased the publication for $1 in 1921, and in 1928, it was renamed the *New England Journal of Medicine*.

Since its establishment, Drazen said, the journal has published more than 150,000 articles. He detailed some of the most noteworthy breakthroughs reported in the *NEJM*, including the first successful public demonstration of ether at the MGH in 1846.

"In addition to sharing common founders, the MGH and the *New England Journal of Medicine* share a common mission: advancing care," says Dennis Ausiello, MD, chief of the Department of Medicine. "Physicians constantly struggle to keep up with the overload of information available. The *NEJM* has been a consistent, trusted resource for reporting on the most significant discoveries of our time."

For more information about the history of the *NEJM*, visit *http://nejm200.nejm.org*. ■

SHARING HISTORY: Ausiello, left, with Drazen

New neurology chief shares lessons

WHEN ANNE YOUNG, MD, PHD, now immediate past chief of Neurology, drew a cartoon in 1994 depicting resident Merit Cudkowicz, MD, bringing treatment from bench to bedside, she had no idea her gift would become a treasured piece of artwork for the department's future chief. *(To see the cartoon, visit www.massgeneral.org/news/hotline.)*

Cudkowicz shared that cartoon – along with other anecdotes and advice – during her keynote lecture, "From Chemical Engineering to Clinical Department Chair: Lessons Learned as a Woman in Academic Medicine," at the 15th Annual Women in Medicine Month Celebration Sept. 20. The Center for Faculty Development's Office for Women's Careers (OWC) and Human Resources sponsor the event each year.

Nancy Rigotti, MD, director of the OWC, welcomed more than 80 attendees to the luncheon. Rigotti gave special acknowledgement to the women honored in an OWC tribute book and to Tessa Hedley-Whyte, MD, former director of MGH Neuropathology, for her inclusion in the Archives of Women in Medicine at Harvard Medical School (HMS), which aims to collect, preserve and share the professional and personal works of women leaders at HMS. She also recognized Rhonda Bentley-Lewis, MD, of the Diabetes Unit, the first African American chair of the Joint Commission on the Status of Women at HMS, and Dennis Brown, MD, director of the Office for Research Career Development, who received the 2012 HMS Leadership Award for the Advancement of Women Faculty.

INSPIRING WOMEN: From left, Rigotti, Cudkowicz, Slavin and Anne Klibanski, MD, director of the Center for Faculty Development

Peter L. Slavin, MD, MGH president, shared some statistics about the academic promotions of MGH women faculty this year – including that 39 were promoted to assistant professor, 9 to associate professor and 6 to full professor. Introducing Cudkowicz, he noted: "I was delighted when Merit accepted the position of chief of Neurology. Her career here has been meteoric."

Slavin described her leadership roles in several research programs, including the MGH Amyotrophic Lateral Sclerosis (ALS) clinic, the Neurological Clinical Research Institute and the Northeast ALS Consortium. Slavin also noted that Cudkowicz is the highest-funded investigator at the MGH.

After graduating from MIT and HMS, Cudkowicz came to the MGH for her residency – all thanks to an encouraging phone call from an MGH residency director. "I really wanted to be here, but thought I couldn't get in," she said. "I think this is an example, early in my career, of when I undersold myself. But it's so important to self-advocate."

Eventually she realized her passion for working with patients, and Young offered her the job of creating MGH's first clinical research program in neurology. Over 15 years, under Cudkowicz's leadership, the program flourished. At one point, Cudkowicz recalled cautiously asking Young for a modest raise. She was puzzled when Young jumped up and hugged her. Young explained her excitement: Cudkowciz was the first female in the department to ask for a raise.

Another lesson: the importance of philanthropy. Cudkowicz described the grants that enabled her research and gave special kudos to the Claflin Award, sponsored in part by the OWC, which helped support her career while raising two children.

"The annual event was a great success," says Donna Lawton, executive director of the Center for Faculty Development. "An overwhelming majority of the audience said this talk will have an impact on their professional lives." ■

Learning from zombies

STEVEN SCHOLZMAN, MD, distinctly recalls sneaking into the movie *Dawn of the Dead* when he was 11 years old. At the time, it seemed the decision simply caused him to have to call his parents for a ride home because he was too scared to walk alone in the dark. But today the MGH psychiatrist knows it was also a defining moment that not only solidified his lifelong love for the zombie genre but paved the way for him to become an author.

At a Sept. 18 book talk at the Maxwell & Eleanor Blum Patient and Family Learning Center, Schlozman explained the second defining moment would come decades later, after his wife was diagnosed with breast cancer. "I just thought, 'This couldn't be real.' And there were times when I was up late at night thinking my world had ended," he said.

During one particularly restless evening, Schlozman turned on the television to find one of his favorite horror movies, *Night of the Living Dead.* Schlozman realized that the zombies he'd read about for years were now a glaring metaphor for his perceived inability to save his wife. As a result, he began to draft a fictitious medical journal paper outlining "Ataxic Neurodegenerative Satiety Deficiency Syndrome," an in-depth look at the neurological dysfunction that occurs within a zombie's brain.

In his free time, Schlozman took the paper one step further, turning it into his first novel, *The Zombie Autopsies: Secret Notebooks from the Apocalypse,* published earlier this month by Grand Central Publishing. "From there, I was thrust into this bizarre Hollywood world," he said.

That included meeting his childhood idol George Romero, the writer and director of both *Dawn of the Dead* and *Night of the Living Dead* – who has become a personal friend and is in the process of adapting Schlozman's book for the silver screen. The final script is expected to be completed in about a year.

During the event, which marked the first time the Blum Center has hosted a discussion on a work of fiction, Schlozman told those in attendance that, with his wife in remission and his book gaining momentum, he is taking time to enjoy being a part of the zombie genre's long history.

"That's what's awesome about the horror genre," he said. "I've loved it since I was a kid and it's just so lasting."

WHAT'S HAPPENING

Hotline correction

In the Sept. 28 article, "Major NIH grants support innovative research projects," Chad Cowan, PhD, was noted as being affiliated with the Harvard Stem Cell Institute. Cowan also is affiliated with the MGH Center for Regenerative Medicine.

Change in *Hotline* schedule

MGH Hotline will not be published Oct. 12 due to the Columbus Day holiday. The normal publication schedule will resume Oct. 19.

C. Miller Fisher, MD, memorial service

A memorial service for C. Miller Fisher, MD, who died April 14 at the age of 98, will be held Oct. 6 at 3 pm in the O'Keeffe Auditorium. Fisher was on the MGH staff for more than 50 years and is widely regarded as the founder of modern stroke neurology.

Infection Control Unit honors Carole DeMille, RN

The MGH Infection Control Unit will host a special presentation in the Ether Dome Oct. 15 at 2 pm to honor the late Carole DeMille, RN, a pioneer in infection control. DeMille was the first infection control nurse at the MGH and a founder of the international Association for Professionals in Infection Control (APIC). The event will also mark the 40th anniversary of APIC and the first day of Infection Control Week 2012. A brief reception will follow in the newly dedicated Carole DeMille Conference Room on Bulfinch 3.

Honor Society of Nursing presentation

The deadline to register for the Upsilon Lambda Chapter, Sigma Theta Tau International Honor Society of Nursing event, "The Only Constant is Change: An Update on Health Care Reform and Implications for Practice," is Oct. 8. The dinner and panel presentation will be held Oct. 15 from 6 to 8:30 pm at the MGH Institute of Health Professions, Charlestown Navy Yard Building 36, Room 305A. For more information, contact *cwatts@mghihp.edu*.

Clinical Research Program seminars

The MGH Clinical Research Program is offering the following seminars in the Simches Center, Room 3.110: "Advanced RPDR Training Demonstration" Oct. 22 from 11 am to noon; "A Potpourri of FDA-Related Issues" Oct. 30 from 3 to 4:30 pm; "Who Tells the IRB What to Do?: The Effects of Case Law on Research Regulations and Oversight" Nov. 1 from 2:30 and 4 pm. To register, visit *http://hub.partners.org/catalog*.

Pay bills online through Patient Gateway

Patients will now be able to view and pay physician and hospital bills online via Patient Gateway. Patient Gateway is a portal for patients to check lab and imaging results, communicate with their physicians, request appointments, medications or referrals and set up appointment reminders. To learn more or to set up a free account, visit *www.massgeneral.org/patientgatewayebill*.

Health and rehabilitation lecture

The MGH Institute of Health Professions will host a free lecture, "Face Into the Storm," by internationally renowned disability research expert Alan Jette, PT, PhD, Oct. 18 at 5 pm in the Charlestown Navy Yard Building 36, Room 305. Jette, director of the Health and Disability Research Institute at the Boston University School of Public Health, will discuss how the rehabilitation profession should adapt to meet future challenges in health care. The lecture, which will be followed by a reception, commemorates the start of the institute's first PhD program in Rehabilitation Sciences. To register, email *provost@mghihp.edu*.

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Celebrating Amazing Moms

A MOTHER'S LOVE and tireless support of her children deserve to be honored. A Sept. 9 celebration at the Liberty Hotel honored a special group of mothers – moms of childhood cancer survivors and childhood cancer patients currently in treatment at MassGeneral Hospital *for* Children (MGH*f*C). More than 30 women gathered for the third annual Celebrating Amazing Moms event, which included brunch, two speakers, a cooking demonstration and a raffle drawing.

"Celebrating Amazing Moms is designed to build connections between parents and honor moms who often shoulder much of their child's care," says Elyse Levin-Russman, LICSW, social worker in the Center for Pediatric Hematology-Oncology and the event's organizer. "It's a small way to offer appreciation for all that mothers do for their children."

"I was seated at a table with three other mothers of children with brain tumors," says Michelle McKiernan, a member of the MGH*f*C Pediatric Hematology-Oncology Family Advisory Committee. "Not all of us had met before this event, but we had an instant connection and understanding due to our experiences with our kids."

The event was one of many coordinated by the Center for Pediatric Hematology-Oncology in recognition of September as National Childhood Cancer Awareness Month. Other events included activities for patients such as arts and crafts with groups like ConKerr Cancer and the Hole in the Wall Gang Camp Outreach Program, treats like the "famous" chocolate fountain, a check presentation from Hyundai and information tables.

A MOTHER'S LOVE: Nicole Smith, left, gave a speech in honor of her mom, Anne Wayno

10.19.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

65 years and counting: Ether Day celebrates longtime employees

CELEBRATING SERVICE: Marie Allien, a patient care associate on Ellison 8 who has worked at the MGH for 40 years, receives a round of applause.

PROUDLY DONNING MGH shield pins and multicolored ribbons indicating their years of service, longtime employees gathered in the Bulfinch Tent Oct. 12 for Ether Day. The annual event – held on the Friday closest to the anniversary of the first successful demonstration of ether in surgery at the MGH on Oct. 16, 1846 – celebrates the service milestones of employees in increments of five years. This year, 3,437 pins and ribbons were distributed.

After honorees enjoyed a brief reception, Peter L. Slavin, MD, MGH president, offered his congratulations. "We thank you from the bottom of our hearts for your years of dedication and service to the noble mission of this hospital."

Jeff Davis, senior vice president for Human Resources, acknowledged employees celebrating milestones in groups until he reached 40 years. He then read names individually, ending with Morton Swartz, MD, of the Department of Medicine, who celebrates a record 65 years in 2012. In what has become an MGH tradition, the Ether Day dancers performed to top songs from the years when employees celebrating milestones would have joined the hospital, starting with 2007.

"Even though you've only been here for five years, which may not be long by MGH standards, you are 'Irreplaceable' – which was a hit song

(Continued on page 2)

SECURE SEND: Patrick, center, watches as his physician Harry Rubash, MD, chief of Orthopædics, sends his medical record through the HIE system to Baystate leaders, who joined the launch via videoconference.

Mass Health Information Exchange launched

"CLINICAL DOCUMENT SUCCESSFULLY SENT."

With those four words, the Ether Dome erupted in applause as Gov. Deval Patrick's health care record became the first to be transmitted through the new Massachusetts Health Information Exchange (HIE) system, sending it from the MGH to Baystate Health in Springfield. During the Oct. 16 HIE launch, Patrick was joined by health care leaders and early program adopters at the MGH, as well as staff and supporters at Baystate Health, which confirmed receipt of the record in real time via videoconference.

"In Massachusetts we believe the access to affordable, quality health care is a public good, and launching a secure, cutting-edge health information exchange is an important step in delivering on that," Patrick said.

Earlier this year the Obama Administration approved Massachusetts' request for $16.9 million in funding for the project through a combination of

(Continued on page 2)

Helping military families stay strong

"WHEN I'M AWAY, I want to be focused on the mission and not be worried about the home front," began U.S. Army Reservist and State Rep. Jerry Parisella. "But as the father to a girl who was just 6 at the time, it was hard to do. When I was in Iraq my daughter's school really stepped up – and it made all the difference."

Parisella addressed a crowd of nearly 200 people Oct. 1 at the State House during a celebration of the launch of Staying Strong, an initiative to support families at home and in school communities. It is the latest effort to come out of the Red Sox Foundation and the MGH Home Base Program.

The event included a screening of the film "Staying Strong: How Schools Build Resilience in Military Families," which profiled the North Beverly Elementary School, the Parisella family and the Averys, another military family. The documentary highlighted an in-school support group for students with loved ones in the military as one way to support families.

SUPPORTING FAMILIES: From left, Mark and Michelle Avery; Jerry and Lisa Parisella; Rauch; Bonnie Ohye, PhD, Home Base Family Team Program clinical director; and Hammond

"Military families deal with a long absence of a parent, concerns about his or her safety, and the adjustment when the parent returns home," said Paula Rauch, MD, director of the Family Team Program at Home Base. "We need to better help the children of those who serve us."

Also unveiled at the event was the website *www.stayingstrong.org*, which offers free parenting advice for families dealing with change when a veteran deploys or returns home. It also includes tools for educators, caregivers and community members who want to do more to support military families at school and in the community.

"For many families, when a parent comes home from the war, it can be a very stressful time," said retired Brig. Gen. Jack Hammond, executive director of the Home Base Program. "Through our Staying Strong initiative, we encourage the entire civilian community to renew a commitment to support our military-connected families and not forget them."

For more information, visit *www.homebaseprogram.org* or *www.stayingstrong.org*.

'IRREPLACEABLE' MGHERS: Employees celebrate Ether Day.

— *Ether Day*

(Continued from page 1)

by Beyonce in 2007," said Davis. On cue, Beyonce's voice crooned from the speakers and the Ether Day dancers appeared on stage in themed costumes. The troupe performed to more than a dozen hits – ranging from "I Wanna Dance with Somebody" by Whitney Houston to "All Shook Up" by Elvis Presley.

Those celebrating milestones of 20 years or more were invited to celebrate once again Oct. 18 at the annual Ether Day Dinner at the Westin Boston Waterfront Hotel. To view a complete list of employees recognized this year, visit *http://intranet.massgeneral.org/intranet/etherday.pdf*. ■

— *HIE system*

(Continued from page 1)

an American Recovery and Reinvestment Act grant and Medicaid funds. The HIE system, also known as "Mass HI-Way," allows for electronic health information to be transmitted securely between health care providers and organizations to better coordinate care, increase patient safety and privacy, and lower health care costs.

"By expanding our connections and access to health information, we have the opportunity to be more efficient and most importantly, to improve the quality of care for our patients," said MGH President Peter L. Slavin, MD. ■

MY GIVING HELPS

THE MGH FUND + UNITED WAY

THANK YOU FOR GIVING MGH!

WE DID IT! Thanks to the generosity of more than 3,000 Mass General employees, **My Giving Helps: The MGH Fund + United Way Employee Campaign** raised nearly $1 million to provide transformational support for our hospital and our community.

Whether you sent Scott Gazelle, MD, MPH, PhD, for a swim in the My Giving Helps dunk tank in June, wore blue and orange in support of the campaign (and won a prize for doing so!) in July and August or made a gift to the MGH Fund, United Way or both in September, your giving *did* help. And, it will continue to help. Your generosity may provide seed funding for the next biomedical innovation to come out of Mass General or aid those in need following a global health crisis. Your gift could provide food and shelter to a family facing homelessness or fund an after-school program that gets a teen to graduation.

On behalf of the campaign co-chairs and every fellow member of the Mass General community, thank you for your generous support and for all you do throughout the year to make our hospital #1 in the nation.

"Thank you for letting us make a difference as members of the MGH family, both for those coming from outside for help as well as for each other inside the MGH community."

[redacted]

Thank you for giving us the opportunity to give back to an institution that we believe in!

Christy Palma
Director of Radiology,
Mass General/North Shore
Center for Outpatient Care

THANK YOU 2012 MY GIVING HELPS VOLUNTEERS!

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Rhodshon Palmer-Johnson
Tracey Ritucci
Christopher Roddick
Heidi Santos
Melinda Veress
Justin Verge
Maryhelen Whelan
Alfred White
Theresa Winters

Thank you for all you do for patients and staff. I grew up in the West End, worked at MGH in high school, college and now as an RN. I love MGH and all it stands for.

Margaret McDougal, RN
Intensive Care Nurse

Alby Mieli
Kathleen Miller
Farhiya Mohamoud
Michelle Moore
Kevin Mulcahy
Estelle Mullen
Caitlin Murphy
Jayne Nichols
Ashley Norris
Esther O'Dette
Robert Seger
Waveney Small-Cole
Diane Smith
Victoria Sova
Nancy Stark
Ruth Stokes
Robyn Stroud
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Judith Tarselli
Kolleen Taylor
Alicia Woo
Cynthia Woods
Feng Xue
Nicole Young
Sarally Yoyo
Rebecca Zielinski

United Way

MGH 1811 MASSACHUSETTS GENERAL HOSPITAL

The MGH Fund
One Gift. Infinite Possibilities.

PCS staff shines at awards celebration

"KAREN IS THE NURSE I'd want if I were ill." "Aomar does everything with a smile." "Jesse is a natural-born leader." The praise for 12 extraordinary MGH employees warmed hearts of attendees at the annual Patient Care Services' (PCS) "One Celebration of Many Stars" Awards Ceremony Oct. 9 in the O'Keeffe Auditorium. The ceremony is particularly special to staff, as all of the awards were created in memory of grateful patients and exemplary employees.

"This is one of my favorite days of the year," said Jeanette Ives Erickson, RN, DNP, senior vice president for Patient Care and chief nurse. "We get to come together to celebrate our own."

More than 50 employees were nominated for the various awards. Selection committees – comprising staff, patients and family members – reviewed the nominees' portfolios and chose the final recipients.

MANY STARS
Back row, from left [illegible] Nait-Talb, Michael, Wardat[illegible]
Front row, Leane, Teixeira, Garvey, MacKinnon, Chastain and Gordon

The 2012 awards and recipients are: Anthony Kirvilaitis Jr. Partnership in Caring Award – Damien Leane, unit service associate, Vascular Surgery, Bigelow 14, and Liana Teixeira, unit service associate, Central Resource for Lunder; Norman Knight Clinical Support Excellence Award – Aomar Nait-Talb, patient care associate, Pediatrics, Ellison 18; Norman Knight Preceptor of Distinction Award – Karin Rallo, RN, staff nurse, Emergency Services, White 1; Brian M. McEachern Extraordinary Care Award – Jesse MacKinnon, RN, staff nurse, Oncology, Lunder 9; Jean M. Nardini, RN, Nurse of Distinction Award – Stefanie Michael, RN, staff nurse, Medicine, Bigelow 11; Marie C. Petrilli Oncology Nursing Award – Margaret Garvey, RN, staff nurse, Oncology, Lunder 10, and Karen Ward, RN, staff nurse, Oncology, Cox 1; and the Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award – Patricia Anne Chastain, PT, DPT, Physical Therapy, Robert Dorman, PT, DPT, Physical Therapy, Susan Gordon, RN, staff nurse, Cardiac Intensive Care Unit, Ellison 9, and Benjamin Lanckton, BCC, Chaplaincy.

Each recipient expressed gratitude while accepting his or her award. Teixeira thanked her supervisor, Stephanie Cooper, associate director of PCS Clinical Support Services, for believing in her. "I will never let you down," Teixeira said. "My heart is with this hospital."

Rallo, recognized for her mentorship, thanked the PCS Executive Committee, her department and her three sons, who inspired her to become a nurse 12 years ago. "This truly is a moment I will cherish forever." ■

Forum focuses on improving equity

RACIAL AND ETHNIC MINORITIES often receive lower quality care and have poorer health outcomes than the majority population. On Sept. 24 and 25, the Healthcare Quality and Equity Action Forum – the first forum of its kind – brought together 150 health care leaders working to improve equity for patients across the country at a time of rapid change in the national health care system.

Hosted by the MGH Disparities Solutions Center (DSC) at the Seaport Hotel and World Trade Center in Boston, the forum included panels and workshops on topics ranging from "Crossing the Digital Divide: HIT and the Promise of Equity" to "What's the Right Message: Crafting an Equity Communications Strategy." Experts, including leaders from the MGH and Partners HealthCare, offered perspectives from private and public sectors at local and national levels.

Several sessions, such as "ACOs, PCMHs, VBP: Integrating Equity into the New ABCs of Health Care Reform and Payment Reform," focused on factors driving the need for change. These include numerous federal initiatives aimed at improving care for the underserved – from enhanced coverage of preventive services to increased funding for patient-centered medical homes.

"Providing quality care to diverse populations will separate the winners from the losers as our health care system undergoes rapid change," said DSC director Joseph Betancourt, MD, MPH. "Payment reform and health care reform stress the importance of delivering on our promise of quality for all patients, not just a select few. This will push us to tailor systems to meet the needs of vulnerable populations. Hopefully our forum begins this discussion nationally."

TAKING ACTION: Sarah Thomas of the National Committee for Quality Assurance speaks during a panel.

The Healthcare Quality and Equity Action Forum was created through an initial grant from the Amgen Foundation in the fall of 2011. Since then, the DSC has received additional funding to support the forum in the form of educational grants from the following companies and foundations: Aetna Life Insurance Company, Amgen, Inc., The California HealthCare Foundation, The Commonwealth Fund, DentaQuest Foundation, Language Line Services, American Cancer Society and a private donor.

"This forum was an important step forward in continuing the Institute of Medicine's emphasis on addressing equity in health care access and outcomes," said attendee James Walton, DO, MBA, vice president for Network Performance for the Baylor Health Care System Quality Alliance. "I plan to apply lessons learned at my own institution."

10.19.12

MGH HOTLINE

WHAT'S HAPPENING

Announcements available online
To read this week's "What's Happening" items, visit *http://intranet.massgeneral.org.*

IN GENERAL

James M. Perrin, MD, chief of general pediatrics at MassGeneral Hospital *for* Children, has been selected as president-elect of the American Academy of Pediatrics, a professional membership organization of 60,000 primary care pediatricians, pediatric medical subspecialists and pediatric surgical specialists dedicated to the health, safety and well-being of infants, children, adolescents and young adults.

Ryan appointed chief of Hematology/Oncology

RYAN

ON OCT. 12, the Department of Medicine and the Cancer Center announced the appointment of David Ryan, MD, as the new chief of Hematology/Oncology at the MGH. Ryan, who succeeds Jose Baselga, MD, PhD, joined the MGH Cancer Center in 1998. He has served as associate chief of Hematology/Oncology and clinical director of the MGH Cancer Center since 2009.

"We are delighted to have Dr. Ryan in this new role," says Daniel Haber, MD, PhD, director of the Cancer Center. "His clinical vision, together with his skill, enthusiasm and commitment, will ensure this division continues to flourish."

Ryan, clinical director of the MGH Tucker Gosnell Center for Gastrointestinal Malignances since 2003, is an authority on the treatment of gastrointestinal cancers as well as the design and conduct of clinical trials for patients with those cancers. His expertise has been recognized by membership in leading national committees, including clinical task forces for the National Cancer Institute and the National Comprehensive Cancer Center Network. He currently co-chairs the Partners Colon Cancer Care Redesign Team for the MGH. ■

Taking steps toward a healthier lifestyle

EVERY TUESDAY MORNING at 7:30 am, Katie Medwar, NP, has a standing date. She and several physicians from the Primary Care Associates at Mass General West meet a group of patients in Lexington's Depot Square. The group has their blood pressure taken, and then they are off, embarking on a two-and-a-half mile walk together down the Minuteman Bikeway. The weekly jaunt is part of a free program called "Walk with a Doc," and it is taking the patient experience out of the doctor's office and into fresh air.

"I don't like to exercise," says patient Marion Marsetta. "But it's easier to do it when there's good conversation. It's a commitment. And I stick to it."

"'Walk with a Doc' is a program designed to get people to exercise," explains Medwar. "It's also about supporting our patients and showing them how easy it is to make a healthy change. People walk at their own pace, and the physicians and nurse practitioners go between the groups to discuss all kinds of medical topics."

During one outing, the conversation may focus on nutrition. Another time it may be diabetes. But no matter the topic, there is always time for individual questions as the group makes its way along the path. "It's a great way to keep in contact with our patients, and it allows them to ask questions they may not have time for in a routine, once-a-year physical," says Sunu Yeh, MD. "You never know where the conversation will go."

The national nonprofit program "Walk with a Doc" was founded in 2008 by a cardiologist in Ohio. Today, hundreds of communities are lacing up to participate – both in the U.S. and around the world. The Mass General West chapter was launched this year, and it continues to grow every week.

"I show up with my own questions, and I always leave knowing the answers to them and about lots of other medical issues as well," says patient Fredrick Crane. "You pick up bits of knowledge just from being a part of the group conversation. Plus you make friends and get a workout. You really take a lot from the experience."

To learn more about "Walk with a Doc" at Mass General West, contact Medwar at *kmedwar@partners.org.* To learn more about the nationwide program or see an updated schedule of walks, visit *www.walkwithadoc.org.*

WALKING FOR HEALTH: Medwar, left, with two program participants

Submit news tips and story ideas to *MGH Hotline*

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Cure Alzheimer's Fund donates $5.4 million

AN ESTIMATED 5.4 million Americans have Alzheimer's disease. Understanding who is most susceptible is crucial to developing early detection models, effective therapies and possibly a cure. On Oct. 18, at a press conference in Cambridge, the Cure Alzheimer's Fund announced a fitting $5.4 million contribution to the MGH to fund state-of-the-art whole genome DNA sequencing that aims to enhance understanding of the genetic roots of Alzheimer's.

"This research is searching for genetic factors that affect brain pathology and influence risk for getting the disease," says Rudolph Tanzi, PhD, director of the Genetics and Aging Unit at the MGH, who will lead the project. "We are taking advantage of cutting-edge technology to discover how our genes determine susceptibility to Alzheimer's disease and will use this knowledge to guide drug discovery efforts."

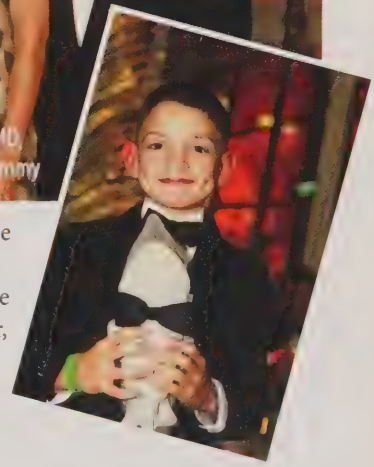
Over the course of the next 12 to 18 months, the study will obtain the complete genomic sequences of more than 1,500 individuals in families affected by Alzheimer's, including data from more than 100 brain samples of individuals with varying degrees of Alzheimer's pathology. The genomes of family members with the disease will be compared with those of unaffected family members to identify sites in the genome that influence risk. This is the first-ever whole genome sequencing project targeting Alzheimer's disease based on family samples.

"We're extremely grateful for the commitment of Cure Alzheimer's Fund to this exciting project," says Tanzi. "With their help we hope to significantly advance our understanding of this disease and perhaps one day create a road map toward treatment and a cure."

A FITTING CONTRIBUTION: From left, Peter L. Slavin, MD, MGH president; Jeff Morby, chairman and co-founder of Cure Alzheimer's Fund; Henry McCance, co-founder of Cure Alzheimer's Fund; Tanzi; and Merit Cudkowciz, MD, chief of MGH Neurology

Storybook Ball supports MGH*f*C nutrition, music and art therapy

AN EXTRAORDINARY EVENT: Above: Kleinman, left, and his wife, Martha, with Joseph Vacanti, MD, MGHfC surgeon-in-chief and his wife, Susan Treacy. Inset photo: Tommy



SUPPORTING PEDIATRIC PATIENTS was among the favorite things of some 500 guests who attended the 13th annual Storybook Ball Oct. 20 at the Museum of Fine Arts. "The Sound of Music"-themed event featured dancing, dinner, carnival games and a live auction. This year's proceeds – more than $1.3 million – will help further pediatric nutrition and music and art therapy programs at MassGeneral Hospital *for* Children (MGH*f*C).

The evening included a video highlighting the story of Tommy McGraw, an 8-year-old proton therapy patient from Tacoma, Wash. Sporting a tuxedo and toting a stuffed shark wearing a black bowtie, Tommy was on hand as his father, Lt. Col. Joseph "Jake" McGraw, thanked MGH*f*C staff and clinicians for their support.

Guests bid on auction items ranging from front row tickets to a Justin Bieber concert and a chance to meet the teen heartthrob to a package from Aerosmith bassist Todd Hamilton featuring tickets and backstage passes to a concert in Los Angeles. Event sponsors included Barneys New York, Bloomingdale's, Boston Bruins, Cooley Manion Jones, LLP, Euro-Pro, Fresh, Goldman, Sachs & Co., HBO, Intermix, KAUFMANFRANCO, Mandarin Oriental, Neiman Marcus, New England Patriots Charitable Foundation, Rafanelli Events, Serenella, Twin Farms, Valentino and Winston Flowers. The event was co-chaired by Kerry Swords and Katherine O'Keeffe.

"This year's Storybook Ball was an extraordinary event," said Ronald Kleinman, MD, physician-in-chief at MGH*f*C. "The support provided by the ball this year will be invaluable in advancing the clinical programs and research that benefit the children we serve." ■

Psychology Assessment Center marks 15 years

THE MGH PSYCHOLOGY ASSESSMENT CENTER (PAC), part of the Department of Psychiatry, celebrates 15 years this month. PAC provides neuropsychological and psychological evaluations to patients with cognitive or emotional difficulties that can result from neurological, psychiatric, developmental or other medical disorders. The center is unique in the comprehensive services it provides, serving patients across the lifespan, says Janet Sherman, PhD, clinical director.

"With the growth of MassGeneral Hospital *for* Children and the aging general population, PAC's services are in great demand both for pediatric and adult patients," says Sherman. "The evaluations we provide help clarify cognitive strengths and weaknesses and guide treatment for these patients."

Over the last decade and half, the center has expanded significantly. It now includes eight full-time neuropsychologists who receive referrals from a wide range of specialties – including neurology, psychiatry, primary care, pediatrics and oncology. It also has two nationally recognized training programs and last year initiated an educational group dedicated to helping older adults cope with memory loss.

A UNIQUE SERVICE: Sherman, far right, with PAC staff

MENTAL HEALTH CHAMPIONS: ...chiatry and Global Psychiatry leadership with Alaa Alhomaizi, ...ember, and Arwad Al Sabah, fourth from right

Global Psychiatry visits Kuwait

PSYCHIATRY is an underrepresented medical discipline in many parts of the world. Kuwait, a small Arab country in the Middle East, is no exception. Leadership from the MGH Department of Psychiatry and Division of Global Psychiatry recently traveled to Kuwait for a week to support efforts to enhance mental health services there. The trip's events, timed to mark World Mental Health Day on Oct. 10, included meetings with key health and mental health leaders; a dinner with Her Royal Highness Sheika Arwad Al Sabah, the daughter of the late emir and a champion of mental health; a professional conference organized by the Ministry of Health for primary care and general practitioners and mental health workers; and a public symposium hosted by Standing for Psychological Education and Awareness in Kuwait (SPEAK). SPEAK, an anti-mental-health-stigma campaign, was founded by twin sisters and MGH psychiatry research interns Alaa and Dalal Alhomaizi. Lecture and panel topics included an update on novel, practical approaches for common mental health disorders, primary care psychiatry, considerations for special populations, innovations in depression treatment, and spirituality and mental health. ■

A lasting friendship for two families

ANITA MASSERY smiles at a young MassGeneral Hospital *for* Children (MGH*f*C) patient as the child marches down the hallway, banging loudly on a plastic drum, soaking in the applause from the small group gathered in the lobby of the Division of Pediatric Hematology-Oncology. Anita spies the girl's mother and quickly offers a wide smile along with some reassurances. "This is my son," she says, pointing to the 27-year-old man seated nearby. "He was diagnosed with leukemia 25 years ago and look at him now – he's fine."

Suzanne and Gerry Donnellan join the conversation. "And our son," Suzanne adds. "He was also treated for leukemia at the same time. But now they are the picture of health – and the treatments didn't even stunt their growth!"

The waiting room erupts in laughter as the two young men – Matthew Massery and Max Donnellan – stand, their 6-foot-4 frames towering over their parents. It is a quick exchange, but the story behind it is 25 years in the making.

PICTURE OF HEALTH: From left, Dina, Ar... and Matthew Massery, with Weinstein and Max, Suzanne and Gerry Donnellan

Lexington residents Suzanne and Gerry say the fear, confusion and constant concerns they faced were simply overwhelming after Max, then 3 years old, was diagnosed with cancer in 1987. Anita nods – living in the adjacent town of Winchester, her family was experiencing the same nightmare after her 2-year-old son's diagnosis the same year. "Thankfully, at one appointment, our nurse told me she knew of a wonderful family in a nearby neighborhood that we had a lot in common with," Suzanne says. "She said that they were going through the same thing."

The families met and instantly became friends. Throughout the many ensuing years, the friendship has grown into that of family – their discussion weaves into one shared paragraph: "The boys grew up together. They are friends, our families are friends, and their daughter is like an older sister to our daughter. We've gone through births, and unfortunately, deaths. We've seen marriages and high school and college graduations. We've been through jobs

(Continued on page 4)

First MGH infection control nurse honored

"ENJOY."

It was her trademark word and what Carole DeMille, RN, did throughout her career as the first official nurse in infection control at the MGH and one of the founders of the Association for Practitioners in Infection Control (APIC). In honor of DeMille, who died of cancer in 1979 at age 47, the Infection Control Unit hosted a celebration of her life and legacy Oct. 15 in the Ether Dome and dedicated its conference room on Bulfinch 3 in her name. The event coincided with the 40th anniversary of APIC and the beginning of International Infection Prevention Week.

David Hooper, MD, chief of the Infection Control Unit, welcomed past and present staff as well as DeMille's friends and family, including her two children, Wendy and Ted. Cyrus Hopkins, MD, who worked closely with DeMille as the hospital's first epidemiologist, described her path from a student at the MGH School of Nursing to an international nurse leader in the growing field of infection control.

Outside of the MGH, DeMille was known as a loving mother, a consummate hostess, a loyal Red Sox fan and an avid reader of mystery novels, said Infection Control nurse Judy Tarselli, RN, who shared anecdotes about DeMille from her children and APIC colleagues. Tarselli described how DeMille once said infection control was like a "great mystery, and I get to play detective."

Paula Wright, RN, director of the Infection Control Unit, discussed the present-day unit and APIC – now an international organization with more than 14,000 members – reading heartfelt messages from current APIC leadership in honor of DeMille.

Following the event, Hooper invited attendees to a reception in the new Carole DeMille Conference Room. "Carole was a pioneer in Infection Control who put MGH at the forefront of the field," Hooper said as he unveiled the plaque bearing DeMille's name. "We hope to stay there as we move forward." ■

A LONGSTANDING LEGACY: From left, Hopkins, Wright, Ted and Wendy DeMille, Hooper and Tarselli

Hutter named first Macomber Family Endowed Scholar

THE FOUNDER OF the MGH Cardiac Performance Program – a pioneering initiative combining extensive research and comprehensive care for athletes and other active individuals – recently was recognized for his outstanding contributions to the field of sports cardiology. Adolph M. Hutter Jr., MD, was named the inaugural Macomber Family Endowed Scholar for Cardiovascular Performance Innovation during a Sept. 24 ceremony at the Paul S. Russell, MD Museum of Medical History and Innovation.

The endowment was established through the generosity of George and Ann Macomber, longtime supporters of the MGH. "Dolph's appointment as the first Macomber scholar is a fitting tribute to an accomplished physician, educator and researcher," said MGH President Peter L. Slavin, MD. "Dolph and his team are leading the way in making discoveries that promote the health of competitive athletes as well as heart patients who want to preserve an active lifestyle."

During the celebration, remarks were also given by the Macombers, Dennis Ausiello, MD, chief of the Department of Medicine, and William Dec, MD, chief of the Cardiology Division.

"I am honored to be named the first Macomber scholar," says Hutter. "The entire Macomber family is made up of highly accomplished competitive skiers and their support of this program is especially meaningful."

OUTSTANDING CONTRIBUTIONS: From left, Hutter, Anne and George Macomber, and [illegible]

WHAT'S HAPPENING

Announcements available online
To read this week's "What's Happening" items, visit *http://intranet.massgeneral.org.*

IN GENERAL

Milton Kotelchuck, PhD, MPH, of the Center for Child and Adolescent Health Policy, was appointed to a four-year term on the U.S. Department of Health and Human Services Secretary's Advisory Committee on Infant Mortality (SACIM), the highest federal advisory committee on infant health and mortality.

Submit news tips and story ideas to *MGH Hotline*

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— *Friendship*

(Continued from page 2)

and so many holiday dinners and cookouts," they say. The list continues. "Oh we've got stories," Gerry laughs. "We've got 25 years worth of stories."

Gerry says one of the most important elements of the families' relationship was the shorthand they developed. "We didn't have to explain our feelings. I remember talking to other friends and families and when they asked how Max was doing, we'd say, 'He's great.' But we were still terrified. We were still waking up in the middle of the night, worrying. For us there is nothing like this friendship. It's someone who knows what's going on without ever having to say anything. It's really anchoring."

After years of treatments at MGH*f*C, Max and Matthew are long cancer-free and now only return every few years for checkups – this year on the same day, their appointments running back-to-back. "In our Pediatric Hematology-Oncology clinic, we see families become close," says Howard Weinstein, MD, chief of Pediatric Hematology-Oncology. "But in terms of sustainability, this situation is truly unique. It's really wonderful."

Both families credit MGH*f*C with providing responsive, individualized and compassionate care that helped them manage the difficult times. "It was a tough time, but being here really made the difference," Anita says. She glances at her son and Max sitting in the waiting room – similar to where she once sat, waiting and worrying two decades ago. "One of our MGH doctors told us these children grow up to be very special people. And I believed him."

"It is so true," Suzanne says, linking her arm through Anita's. "It really gave us confidence and we believed it was going to be OK. And it is." ■

Toy Box brings joy to children with cancer

IN NOVEMBER 2011, Hope Bolster, 2, was diagnosed with rhabdomyosarcoma, a form of muscle cancer. Following the diagnosis, Hope endured surgeries to remove an abdominal tumor and a bowel obstruction, as well as proton beam therapy, during which she had to be anesthetized so she would lie still.

But on Fridays, Hope and her sister, 6-year-old Quinn, could be carefree. Friday was the day the toy closet in the MGH Cancer Center would open. For children living with cancer and their siblings, toys have power – they provide an escape from needles and medications.

The special closet is made possible through the Toy Box program, which receives funding from The Friends of the MGH Cancer Center, a volunteer group that raises money for educational and support services for oncology patients. Each week, the Toy Box distributes more than 35 toys to pediatric cancer patients and their siblings. The toys are the children's to keep and enjoy. They provide positive memories during a difficult time.

THE JOY OF TOYS: Hope, left, and Quinn

PHOTO COURTESY OF MGH DEVELOPMENT

"The Friends partner with caregivers like Rachel Bolton, a generous, enthusiastic pediatric nurse in Radiation Oncology who created and administers this program," says Barbara Hawkins, treasurer and grants committee chair of The Friends, explaining that Bolton often goes shopping to look for toys and even sews some handmade toys. "Rachel uses our funds to bring a dose of joy and comfort into the routine of pediatric patients and their siblings."

This year marks the 20th anniversary of one of the key fundraising events for The Friends, the annual fall benefit. The theme for the 2012 fundraiser, which will take place Nov. 7 from 6 to 9:30 pm at the Harvard Club in Boston, is "East Meets West – Celebrating a World of Care."

Tickets for the event are $150. For information about a special rate available to MGH staff, call 617-643-9677. For more information about The Friends or to register for the event, visit *www.massgeneral.org/cancer/friends* or email *friendsofmghcc@partners.org.*

2012

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGHers step up to Hurricane Sandy

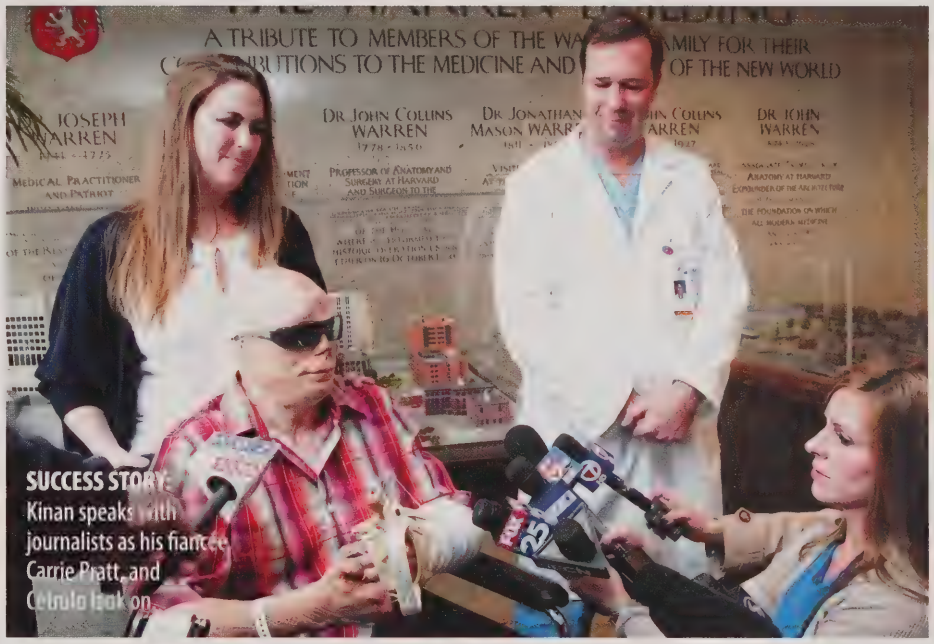
THE MGH activated its Emergency Operations Center Oct. 29 to address challenges presented by Hurricane Sandy, one of the largest storms to ever hit the East Coast. Although a number of outpatient programs and nonclinical areas adjusted operations or closed because of the hurricane, inpatient areas and clinical support departments continued to operate as normal. A labor pool was established to ensure adequate staffing in key areas, and special sleep and transportation accommodations were made for employees working during the storm.

"We are very pleased to report that the hospital came through the storm with minimal impact to its facilities and grounds and returned to normal operations by Tuesday morning," said Dave Reisman, administrative director for Emergency Preparedness.

While the MGH has returned to normal operations, areas hit hardest – such as New York City – are still struggling. Six MGH members of the MA-1 Disaster Medical Assistance Team were deployed to New York Oct. 30 to offer support. The team includes Jacquelyn Nally, RN, HAZMAT coordinator for Emergency Services and disaster response manager for the MGH Center for Global Health; Paul Biddinger, MD, chief of the Emergency Department's division of Emergency Preparedness and medical director of operations for Emergency Services; Allison Durocher, RN, of the Burn Unit; Robert Droste, RN, also of the Burn Unit; Lisa Anahory, RN, Emergency Services; and Karen Ryle, RPh, of the Outpatient Pharmacy. Additional MGHers may be deployed as needed.

HURRICANE HELP: The Emergency Operations Center

MGH performs its first hand transplant



SUCCESS STORY: Kinan speaks with journalists as his fiancée Carrie Pratt, and Cetrulo look on.

HOPE. TENACITY. PERSEVERANCE.

Those are three key elements Joe Kinan uses to describe his attitude and outlook on life. A survivor of the devastating 2003 Rhode Island nightclub fire, the 43-year-old has seen his share of difficult times and complex surgeries – 123 in the past decade – all to address the substantial injuries he sustained in the blaze.

On Oct. 26, 19 days after becoming the MGH's first hand transplant recipient, Kinan showed how his unwavering commitment to having a positive attitude has paid off – he wiggled the fingers on his left hand for the first time in public. Flanked by television cameras and journalists who attended a media event following his discharge from the hospital, Kinan thanked the dedicated MGH staff who have cared for him throughout the years.

"Joe has been incredibly inspiring to all of his doctors and nurses, and his courage is astounding," said Curtis L. Cetrulo Jr., MD, of the Division of Plastic and Reconstructive Surgery and the new Hand Transplantation Service, who led the transplant team. "We're just so very glad that we could offer this procedure to him."

The 15-hour surgery was the first of its kind at the MGH, and Cetrulo expressed his appreciation to the many staff members who helped make the groundbreaking procedure a reality. While Kinan must take immunosuppressive drugs for the rest of his life as a way to prevent rejection, the program's ultimate goal is to advance the field of transplantation to achieve tolerance. Cetrulo is working closely with the Transplantation Biology Research Center, which last month celebrated the 10th anniversary of the first use of the tolerance protocol in an organ transplant patient. The protocol includes a bone marrow transplant using cells from the donor in conjunction with the transplant, which results in the body eventually accepting the transplanted tissue without the need for life-long immunosuppressive drugs.

"We are working to eliminate the need for these drugs," Cetrulo said. "Joe's courage in being the first recipient will help lead us to better ways to perform this surgery going forward." ■

MGH to launch psychiatry program for older adults

"AS WE AGE, cognitive impairment becomes more of an issue, as do grieving, loss of function and loss of previously valued roles in society," says MGH psychiatrist Anthony Weiner, MD. "There is a wide range of psychiatric disorders and problems that can affect older adults."

WEINER

Many adults age 65 and older have symptoms and reasons for referral to a psychiatrist, he adds, but do not require impatient care. To address the needs of this population, Weiner has been named the first director of Outpatient Geriatric Psychiatry at MGH. In this new role, over the next several years he will launch the MGH Older Adult Outpatient Psychiatry Program, expected to begin accepting patients in the coming months.

Through the new program, Weiner envisions transitioning from solo practitioners to a multidisciplinary, team-based model of care. This team would include a psychiatrist, nurse clinical specialist, doctorate-level psychologist, social worker and case manager.

"This kind of coordinated care would create a version of a medical home to meet the complex care needs of our older adult patients," says Weiner. "Instead of one appointment at a time, we can foresee a patient having a series of appointments in one location leading to a comprehensive evaluation provided by our team."

Weiner also hopes to emphasize caregiver support, increase public and professional education about optimal psychiatric care for older adults and, with financial support, develop and expand training opportunities and geriatric psychiatry fellowships.

Says Jerrold Rosenbaum, MD, chief of the Department of Psychiatry, "We recruited Tony for his extensive experience providing medical-psychiatric care to older adult patients in a variety of settings. He is familiar with leading multidisciplinary teams and has a history collaborating with community-based organizations. This program will help us meet the increasing demand for psychiatric services for older adult patients and their families."

INTERACTIVE EDUCATION: Michael Cloutier, senior investigator for Police and Security, reads a scenario for his team to discuss.

Raising awareness about domestic violence

LUCY'S HUSBAND has hit her – again. She isn't sure if she should visit a doctor, talk to a friend or seek counseling from her minister. She visits the clergyman, who expresses concern. But Lucy leaves still unsure of what to do. Should she turn to a family member or go to a shelter? Her husband has apologized – again. She spends the night at her son's home, but in the morning the same questions remain. What should she do?

MGH staff who attended the "In Her Shoes" interactive event on Oct. 11 were faced with this and similar scenarios regarding domestic abuse. Each of the eight teams read from an index card a different abusive situation followed by two options of how the woman could respond. Once in agreement on a course of action, the teams would discover the consequence of their decision on the next card. This continued for several rounds, each team ending with a different conclusion including divorce, counseling and even death.

Sponsored by the MGH Domestic Violence Working Group, the session was one of three events held in recognition of October as Domestic Violence Awareness Month. "This program is a little different in that it guides you through what a survivor may experience. It shows the dilemmas and challenges survivors face with and some of the next steps they might choose to take," said Liz Speakman, LICSW, director of HAVEN (Hospitals Helping Abuse and Violence End Now).

During the event, Rabbi Ben Lanckton, of the MGH Chaplaincy, and Frank Garvin, an investigator in the Police and Security Department, were each honored with the Unsung Hero Award for their dedication to helping survivors of domestic violence. ■

DISABILITY DISCUSSION: From left, Amirhosseini, Brennan, Babineau and Buizon

Panelists share insights on living with di

LARRY BRENNAN was a college freshman when his life was forever changed. While on spring break in the Bahamas with friends, he dove into the ocean and broke his neck. Twenty years later the senior development officer in the MGH Development Office spoke about how his life has – and hasn't – changed in the years since. "It hasn't affected my life or what I like to do," said Brennan, who is partially paralyzed and uses a wheelchair. "But it taught me that I'm capable every day of doing more than I could have ever imagined."

Brennan was joined by Sarah Babineau, affirmative action compliance analyst for Partners HealthCare, and Joey Buizon, employment service specialist for the Massachusetts Commission for the Blind, as panelists for the program "Insights: Lessons We Can Learn from Employees with Disabilities." Zary Amirhosseini, disability program manager, moderated the Oct. 11 event, one of four programs the MGH hosted as part of National Disability Employment Awareness Month.

Pharmacy responds to drug contamination situation

MGH PHARMACISTS and technicians have been working round the clock to produce parenteral opioids to offset the impact of the precautionary suspension of operations and the recall of all medications from Ameridose, a pharmaceutical facility in Westborough that provides a number of common drugs to the MGH.

"October is American Pharmacist Month, and this is an example of how dedicated our staff members are," says Meg Clapp, RPh, chief pharmacy officer. "We are grateful to everyone in manufacturing and sterile processing for their hard work."

TEAM EFFORT: MGH Pharmacy staff members

Ameridose voluntarily closed after certain drugs produced by the New England Compounding Center (NECC), which is run by the same company, were found to be contaminated. Although investigations are ongoing, no drugs from Ameridose appear to be affected, and the company's recall was conducted as a cautionary measure.

The MGH has sent letters and emails and set up a website to inform patients, families and staff that the hospital has never purchased or used the injectable epidural steroid methylprednisolone acetate from the NECC, which has been linked to cases of fungal meningitis across the country. Additional drugs under some question include cardioplegic solution from the NECC, which the MGH did purchase and use. However, the U.S. Food and Drug Administration reports that no infection has been definitively linked to this particular medication. MGH patients who received cardioplegic solution from the NECC also have been notified.

A multidisciplinary team of MGH experts continues to monitor the situation. For the latest news and information, visit *www.massgeneral.org/about/newsarticle.aspx?id=3783.* ■

abilities

The events were sponsored by the MGH Council on Disability Awareness, the Employees with Disabilities Resource Group, the Employee Assistance Program, Human Resources and the Office of Patient Advocacy.

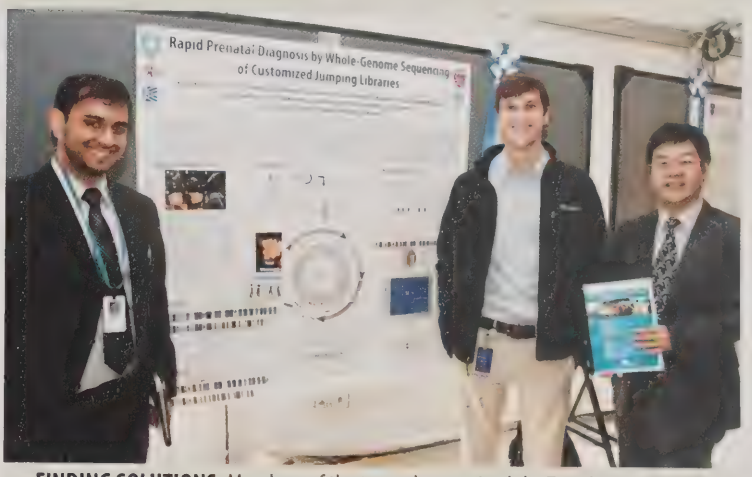
The panelists spoke candidly about day-to-day living with a disability, including their interactions with colleagues. "On good days, it's really easy to interact with people, but on bad days, it can be difficult as my disability is not always evident," said Babineau, who has post-traumatic stress disorder. "I see it as a precious part of me and it gives me a responsibility to advocate for myself and to educate others."

The group stressed the importance of others not being afraid to talk to them about their disabilities. "Don't be afraid to ask questions, because we're always open to people," said Buizon, who is legally blind. "Spread the word. Spread the love. Tell a colleague what you learned here today. And know that all questions are good – ask them." ■

Exploring how genetic discoveries affect care

IN HIS KEYNOTE ADDRESS at the 10th annual Clinical Research Day on Oct. 11, James Gusella, PhD, director of the MGH Center for Human Genetic Research (CHGR), noted, "It has become clear that genetic variation matters in all disease." In conditions like Huntington's disease, caused by mutations in a single gene, exactly how and when disease symptoms appear can be affected by other genes, Gusella said. Understanding exactly how those variants interact may suggest ways to interfere with the disease process, helping clinicians predict outcomes for individual patients and devise better treatment strategies.

This year's poster session featured presentations from 239 research teams followed by a panel discussion about integrating genetics into clinical medicine. Mark Daly, PhD, chief of the Analytic and Translational Genetics Unit, said that while it has become much easier to obtain full genomic information about



FINDING SOLUTIONS: Members of the team that received the Translational Research Award given by the Department of Molecular Biology.

patients, there are still difficulties determining what has an impact on patient care, how that information should be used and stored, and what should be shared with patients. Both Gusella and Jordan Smoller, MD, ScD, director of the CHGR Psychiatric and Neurodevelopmental Genetics Unit, stressed the importance of making patients partners in the research enterprise.

Alexa Kimball, MD, MPH, senior vice president of the MGPO and vice chair of the Department of Dermatology, noted the importance of engaging more clinicians in research, and she and Henry Chueh, MD, division chief of the Laboratory of Computer Science, cited the value of the electronic medical record as a research tool.

"Today's powerful genetics and genomics tools help us discover defects in genes and proteins previously unsuspected as causes of disease, and the information gathered in treating our patients can validate the work of basic researchers and guide them to important new areas of discovery," said William Crowley, MD, director of the Clinical Research Program. "Finding solutions to the challenges of translating and integrating modern genetics into routine patient care will be what distinguishes the leading academic medical centers of the future."

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IN GENERAL

William H. Harris, MD, DSc, director emeritus of the Harris Orthopædic Laboratory at the MGH, was presented with the inaugural Lifetime Achievement Award from the International Hip Society at its meeting in Zurich, Switzerland, recognizing his four decades of leadership in advancing hip surgery.

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INCREDIBLE INDIVIDUALS
The Portraits in Primary Care display in the White Lobby

Honoring the Primary Care community

"OMAR MOHAMED is the heart and soul of our practice," wrote a colleague who nominated Mohamed, a medical assistant at MGH Beacon Hill, for this year's Portraits in Primary Care series. "Whether he is ensuring that we are up-to-date on new clinical laboratory procedures, helping in a pinch or lightening the mood with a quick quip, Omar always seems to be in the right place at the right time."

The biannual series, created by the Stoeckle Center for Primary Care Innovation, honors 12 members of the MGH Primary Care community this year. Honorees were nominated and selected for "contributions made to primary care in a remarkable way, every day." Posters featuring a photograph of each honoree and excerpts from nominations are on display in the White Lobby, opposite Coffee Central, until Nov. 2. The posters also can be viewed online at *www.massgeneral.org/stoecklecenter.*

In addition to Mohamed, the honorees are: Lisa Brugnoli-Semeta, RN, nurse manager, MGH Back Bay; Nancy Cibotti Granof, MD, Bulfinch Medical Group; Camila N. Da Silva, RN, MGH Chelsea HealthCare Center; Amy G. Fogelman, MD, MGH Beacon Hill; David Harrison, MD, Everett Family Care; Jane Maffie-Lee, MSN, FNP-BC, Ambulatory Practice of the Future; Eileen McAdams, RN, FNP, MGH Charlestown HealthCare Center; Bernice McField-Avila, MD, MHM, primary care access coordinator, Emergency Department, Partners Community Health; Diana A. Palmer, MD, MPH, MGH Revere HealthCare Center, Pediatrics; Vilany Rodriguez, patient service coordinator, MGH Chelsea HealthCare Center; and Kate Treadway, MD, Internal Medicine Associates.

MGH*f*C patients treated to 'spooktacular' events

PRINCESSES, PUNK ROCKERS, SKELETONS AND GHOULS paraded through the halls of MassGeneral Hospital *for* Children (MGH*f*C) during a month-long celebration of "spooktacular" Halloween events.

The Center for Dietary Therapy of Epilepsy kicked off the celebration with its 11th annual Halloween party Oct. 14 at the Franklin Park Zoo in Boston. Halloween can be difficult for the center's patients, whose treatments include the ketogenic or low glycemic index diets, which focus on high-fat, low-carb and sugar-restricted foods. Volunteers from Spirit Halloween Superstores turned the Ellison 18 playroom into a festive wonderland Oct. 16. "The Spirit of Children" event featured mask and pumpkin painting, free costumes and accessories, magic tricks and Halloween-themed games.

SWEET TREATS
Ashley, left, and Araceli Ibanez Gomez, 5, enjoy the festivities.

"I couldn't ask for anything better," said Brad Fisk, of Middlefield, while watching daughters Ashley, 6, and Amy, 5, play a ring toss game. "It gives them something to look forward to after kind of a rough visit. When we leave they won't remember why we were here because of this event."

The Pediatric Endocrine Program and Diabetes Center hosted its annual Halloween party Oct. 27, which included games, crafts and a visit from former New England Patriot Jermaine Wiggins. On Halloween day MGH*f*C patients from the pediatric inpatient units collected treats from costumed employees in the morning, while patients from the Division of Pediatric Hematology-Oncology and the Department of Radiation Oncology spent the afternoon visiting clinics in the Yawkey Center. ■

11.09.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Patient Affordability team identifies savings

PATIENT AFFORDABILITY is one of three pillars of the Partners HealthCare Strategic Initiative, along with care redesign and reputation/communication. By cutting costs and improving efficiency, Partners is taking steps to make health care more affordable for patients and has committed to implementing $300 million in systemwide cost savings over three years.

A key aspect of this patient affordability pledge is finding ways to save on non-labor-related costs. "Most of these savings will come from appropriately standardizing the products we purchase, carefully managing their use and achieving optimum pricing," says Mary Anne Thadeu, corporate director of Finance and a lead for Patient Affordability. "We want to use the leverage of our system to save costs on products and services."

Partners estimates that $50 million to $75 million in savings could be found in non-staff areas over a 12 to 18-month period.

Partners estimates that $50 million to $75 million in savings could be found in non-staff areas over a 12 to 18-month period. In the past several months alone, $25 million in savings have been implemented. Several teams are actively working on clinical and nonclinical cost-saving projects.

One such team comprises physicians, nurses and administrators working to reduce the cost of spine implant devices, which are typically very expensive.

"We had many discussions to see whether our surgeons and others could agree on a more limited selection of products and a reduced number of vendors for those products without compromising care," says Lawrence Cohn, MD, co-chair of the team and physician director of Medical Device Technology at Brigham and Women's Hospital. "We provided a forum where everyone had a chance to express their opinions and discuss

(Continued on page 2)

MGH*f*C launches new clinics and program

NEW HOPE: From left, Ann Neumeyer, MD, medical director of the Lurie Family Autism Center, Elizabeth Thiele, MD, PhD, director of the MGH Pediatric Epilepsy Program, and Thibert accept the first donation for the Angelman Syndrome Clinic from ASF Executive Director Eileen Braun and board member Mitch Caspert.

MASSGENERAL HOSPITAL *FOR* CHILDREN (MGH*f*C) recently rolled out two new clinics – the Angelman Syndrome Clinic and the Child and Adolescent Medical Psychiatry (ChAMP) Clinic – and a new weight and asthma program, Inspired Health, adding to its more than 50 specialty programs and 15 surgical services.

ANGELMAN SYNDROME CLINIC

The MGH, MGH*f*C and the Angelman Syndrome Foundation (ASF) have partnered to establish the Angelman Syndrome Clinic, celebrating the launch at an Oct. 23 event. The facility – one of only two in the country – is focused on serving the comprehensive medical needs of children and adults with Angelman syndrome. A rare congenital disorder occurring in one in 15,000 live births, the condition is often associated with autism and causes severe neurological impairment that appears in newborns and lasts for a lifetime.

The purpose of the clinic is to reduce the frequency and severity of Angelman syndrome symptoms, particularly seizures, and to develop individual dietary regimens to further reduce symptoms, says Ron Thibert, DO, MSPH, the clinic's co-director. The clinic also will work to enhance education for Angelman syndrome patients, helping them achieve their full developmental potential. With the ultimate goal of improving quality of life for individuals with Angelman syndrome, the clinic provides "one-stop-shop" access to a clinical geneticist, neurologist, psychiatrist, psychologist, speech language pathologist, physical/occupational therapist, genetic counselor, social worker and nutritionist – all specializing in the disease. For more information, contact clinic coordinator Elias Shaaya at 617-726-6540.

CHILD AND ADOLESCENT MEDICAL-PSYCHIATRY (ChAMP) CLINIC

The Division of Child and Adolescent Psychiatry recently launched the ChAMP Clinic to provide outpatient psychiatric consultation to children with both medical and psychiatric illness. Elizabeth Pinsky, MD, and Lawrence Selter, MD, will accept referrals from primary care physicians and subspecialists for patients exhibiting problems such as psychosomatic illness, depression or anxiety related to medical illness, psychiatric issues interfering with adherence to medical treatment, and illnesses that have both psychological and physical manifestations, including fibromyalgia and chronic fatigue. The clinic will provide evaluations, treatment recommendations, short-term care and referrals to local providers for those needing long-term care. For more information, clinicians should email *epinsky@partners.org* or *lselter@partners.org*. Patients can call 617-726-2726 for an appointment.

(Continued on page 4)

IN MEMORIAM:

Robert E. Scully, MD

ROBERT E. SCULLY, MD, a giant in the field of pathology and a beloved member of the MGH family for more than 55 years, died Oct. 30 at the age of 91. Scully will be remembered as a compassionate and caring man whose dedication to his profession changed the lives of countless colleagues and patients.

"He was quiet but firm, honest, careful, considerate and happy to give credit to others. As such, he was a beloved figure in the field of pathology worldwide," says David L. Louis, MD, pathologist-in-chief.

Scully joined the staff of the MGH Department of Pathology in 1950 and became known globally as an authority in gynecologic and testicular pathology. He authored more than 480 scientific papers and described many previously unrecognized entities. Scully's textbook on the ovary is considered the standard reference work on the subject, and the current classification of gynecologic tumors derives largely from his work.

"He had all the qualities one would wish for in a mentor – a remarkable fund of knowledge to pass on, the patience to pass it on and consideration when his trainees did not live up to his remarkably high standards," says longtime colleague and MGH pathologist Robert H. Young, MD, who also is the Robert E. Scully Professor of Pathology at Harvard Medical School (HMS). "His diagnostic prowess in the department and far beyond is the stuff of legend. Because of his own countless astute diagnoses, he has benefitted the care of thousands of individuals, and by improving knowledge with numerous publications, he has placed the field of pathology – particularly gynecologic pathology – on a footing immeasurably stronger than before he entered the field."

Scully graduated from HMS and later became a professor of Pathology there. He also served in the U.S. Army during the Korean conflict and was stationed at the 406th Medical General Laboratory in Tokyo. Earlier this year, Scully became the first pathologist to be honored with the prestigious Lifetime Achievement Award from the Massachusetts Medical Society, given to a society member who has made lasting contributions to the practice of medicine over his or her lifetime. It is one of several awards and honors Scully received during his career.

One of his most treasured professional accomplishments was serving for 27 years as editor of the Case Records, or CPCs, of the MGH in *The New England Journal of Medicine*. MGH pathologist Nancy Harris, MD, Case Records editor since 2002, says she is honored to follow in the footsteps of such a brilliant pathologist. "The experience of being editor has given me tremendous respect for the breadth and depth of Dr. Scully's medical knowledge, his impeccable judgment in selecting appropriate cases and discussants, and his meticulous attention to detail in the editing process," Harris says.

Funeral services were held Nov. 6.

— *Patient Affordability*

(Continued from page 1)

alternatives. When it came down to asking the surgeons, 'do you really need XYZ device or can you use something else?' they almost always agreed that there was an equivalent and acceptable alternative."

Once the team agreed on the devices, they presented a pricing package to vendors for each component of a spine device – down to even screws – and a lower price overall. The 37 vendors were asked whether they would accept the pricing strategy; in the end 28 vendors did. New three-year contracts went into effect in mid-September, with a total annual savings of $4.3 million – a 28 percent reduction from the original budget for these devices.

"We took this approach for a couple of reasons: spine implant devices are very high-cost items to begin with; benchmarks showed the prices vendors were charging us were high; and the new contracts would cover all vendor products, making it easier for Partners to administer," says Thadeu. "Through this process, we learned that, when doctors agree on a common vision and remain united, we are able to achieve significant benefits."

Another cost-saving project involves numeric and alphanumeric pagers. More than 12,000 pagers have been issued to employees and staff throughout the Partners system. To improve efficiency and reduce costs, a Patient Affordability team has been identifying underused pagers and discontinuing them if no longer needed. They also are determining which administrative employees could switch to cell phones and confirming which staff do need a numeric or alphanumeric pager. The initiative will not affect emergency management pagers.

In researching the issue, the team found that 29 percent of pagers receive five or fewer pages per month; some receive only six to 10 pages per month. With these statistics in mind, the goal is to reduce the number of pagers by one-third, which could save an estimated $250,000 to $280,000 annually throughout Partners.

"To date, it's been determined that almost 1,300 pagers across Partners are no longer needed," says Becky Trask, director of Partners Strategic Operations Management. "This is more than 30 percent of our goal."

To submit cost-savings ideas, send an email to *patientaffordability@partners.org*. For more information about the Partners Strategic Initiative and other redesign efforts at the MGH, visit *http://priorities.massgeneral.org*. ■

ADDITIONAL NON-LABOR COST-SAVING PROJECTS

Purchasing reprocessed products:	$2.8 million
Better pricing on stents and balloons:	$1.2 million
Information Systems tiered data storage:	$2.25 million
Better pricing on reusable pulse oximetry probes:	$914,000
Standardization of elevator maintenance:	$484,000
Linen utilization:	$325,000
Better pricing for records storage:	$208,000

MGH celebrates Spiritual Care Week

MIND BODY VICTORY: Polk, left, with Selhub

IT TOOK ONLY SECONDS for the needle to slip from the arm of the patient with HIV and prick the finger of Eva Selhub, MD – but the moment was life-changing. It was June 1996, and Selhub, now a clinical associate in the MGH Department of Medicine, was a 28-year-old resident on her way to becoming an Intensive Care Unit pulmonologist at an area hospital.

Selhub would test negative for HIV infection, but the anxiety that followed the incident made her take a closer look at her professional goals. That stress, coupled with an ensuing period of loss and grief – within five months her father had a heart attack, both her grandfather and her dog died, and all her possessions were lost in an apartment fire – left her reeling emotionally and physically. "I lost my will to live," Selhub says. "I felt punished. I wanted to know 'why me?' But the truth is, 'why not me?' It's not personal. Life happens. It comes down to how you perceive it. You can be a victim or you can be a victor."

Selhub spoke Oct. 22 during the annual MGH celebration of Spiritual Care Week, "Giving Voice to the Whole Person: Mind, Body and Spirit," sponsored by the MGH Chaplaincy and held in conjunction with National Pastoral Care Week. During her presentation, "Merging Eastern and Western Medicine," Selhub described how her life changed after she turned her focus to integrative medicine and embraced this new passion as a physician at the Benson-Henry Institute for Mind Body Medicine.

In addition to Selhub's lecture, the Chaplaincy hosted a number of events to showcase its compassionate care and clinical pastoral expertise. There was a labyrinth walk in the MGH Chapel promoting personal reflection, a blessing of the hands in appreciation for the many tasks hands perform to provide comfort and care, and a display table in the White Lobby offering educational materials and resources.

"It was exhilarating to touch the lives of so many during the week," says Chaplaincy Director Rev. John W. Polk. "It is our mission to awaken the spirit in each of us – patients, families and staff – as we seek healing, wholeness and being the best we can be."

Daniels named first James Howard Means Chair

THE LATE JAMES HOWARD MEANS, MD, served as the first chief of the MGH Thyroid Clinic – the hospital's first specialty unit – until his retirement in 1951. He was known for his research on the thyroid gland and nurturing of young investigators, as well as for coordinating and mustering financial support in what was once known as Ward 4, the hospital's first designated space for clinical research. In honor of his legacy, and through the support of anonymous donors, the hospital recently established the James Howard Means Endowed Chair. Staff, family and friends gathered Oct. 15 to celebrate the new chair and its first incumbent, Gilbert H. Daniels, MD, co-director of the MGH Thyroid Clinic, at the Paul S. Russell, MD Museum of Medical History and Innovation.

A TRUE HONOR: From left, William Crowley, MD, chief of the Reproductive Endocrine Unit and director of MGH Clinical Research; Daniels; and Slavin

"The importance of endowed chairs is significant," said Peter L. Slavin, MD, MGH president, one of several speakers at the event. "They are intended for prominent members of the faculty and are truly an honor. But the benefits for the incumbent, the hospital and the advancement of medicine extend well beyond honor. An endowed chair gives the incumbent the flexibility to pursue his or her clinical and academic activities with more vigor and flexibility than ever."

In addition to his role in the Thyroid Clinic, Daniels is medical director of the MGH Endocrine Tumor Center and co-director of the MGH Endocrine Tumor Genetics Clinic. A prolific researcher and respected teacher, he is the recipient of the Distinguished Clinician Award of the American Association of Clinical Endocrinologists, the Harvard Medical School Prize for Excellence in Teaching and the Distinguished Educator Award of the Endocrine Society. Daniels also is an active member of the leading associations in his field and has served in leadership roles for several of them. After his retirement, the chair will be renamed the Gilbert H. Daniels, MD, Endowed Chair.

Says Daniels, "This endowed chair will have a major impact on the ability of the Thyroid Unit to support excellence in clinical care, teaching and research for many decades to come." ■

WHAT'S HAPPENING

Announcements available online
To read this week's "What's Happening" items, visit *http://intranet.massgeneral.org.*

IN GENERAL

Dianne M. Finkelstein, PhD, director of the MGH Biostatistics Unit, has been awarded a five-year, $2.5 million grant from the National Cancer Institute of the National Institutes of Health to serve as the principal investigator for the Data Coordinating Center for the Rare Cancer Genetics Registry. The registry is a database of people able to participate in research studies, along with DNA and tumor banks, to help researchers create better methods of preventing and treating rare cancers.

Submit news tips and story ideas to *MGH Hotline*

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— *MGHfC*

(Continued from page 1)

INSPIRED HEALTH

Because the effects of asthma and weight can interact in complex ways, it is often difficult to manage each condition on its own. Christina Scirica, MD, MPH, a pediatric pulmonologist and weight expert, worked with the Division of Pediatric Pulmonary Medicine and the MGH*fC* Weight Center to create Inspired Health, a program designed to treat both conditions together. Each new patient undergoes an initial evaluation to assess his or her current health, asthma control, weight and level of conditioning as well as other factors that might affect care. The pediatric pulmonary staff, which includes a registered dietitian and social worker, works closely with each patient and family to develop individualized action plans and implement achievable goals with close follow up. For more information, email *cscirica@partners.org.* ■

A special first dance

AS A CHILD suffering from Ewing's sarcoma, a type of bone cancer, Marcela Gaviria complained to her surgeon, Dempsey Springfield, MD, that she would never get married.

"I always wondered how difficult it would be for someone to sign up for my life," Gaviria says.

But on June 23, Gaviria, now 43, did get married. Her first dance at the wedding reception was with Springfield, a longtime member of the Department of Orthopædics.

Gaviria first met Springfield when she was 12 and needed a bone transplant. Even after the cancer was gone, numerous procedures were required to try to repair the damage the cancer caused in the bones in her leg and hip. For every surgery over the past 30 years, no matter where she was living, she turned to Springfield for help.

"I have a great surgeon that really cared to get it right," Gaviria says. "It's a beautiful thing."

Gaviria, who walks with a cane, is still at risk of losing her leg; the future will likely hold more surgeries. But with Springfield, she knows she is in good hands.

FIRST DANCE: Springfield and Gaviria

PHOTO COURTESY OF LAUREN DELUCA

MGHer ousts champion during "Jeopardy!"

WHEN MEREDITH LOWMASTER saw the category "Countries and Populations" displayed during the final round of her "Jeopardy!" game show competition, her heart sank. "I thought, 'That's it. It's been fun, but I'm going home,'" says the researcher in the MGH Center for Comparative Medicine. "And then I saw the question and it was really confusing. It's the classic rule that whatever you are ready for – they don't ask you."

LOWMASTER

With only 30 seconds to ponder the question, "If it were a nation, a state with a two-word name in this country would be the world's sixth most-populous at 200 million?" Lowmaster jotted down her response: "What is India?"

With those three words, Lowmaster became a "Jeopardy!" champion, taking home $16,000 and ousting reigning seven-time winner Stephanie Jass, who holds the record for the most consecutive wins by a woman on the show. "The moment I saw the 'former champion' wager come up, I realized I won. It was pretty overwhelming," Lowmaster says.

Lowmaster's winning episode and the subsequent episode when she came in third aired in mid-October, although Lowmaster knew she would be on the show in June when she qualified during an audition in Boston. In anticipation of the August taping in California, she spent the next two months playing the Wii "Jeopardy!" game – but laughs as she admits to not watching the television show to prepare. "I used to watch it when I was little – but I haven't had cable in 10 years, so I haven't seen it in a long time," Lowmaster says. ■

11.16.12

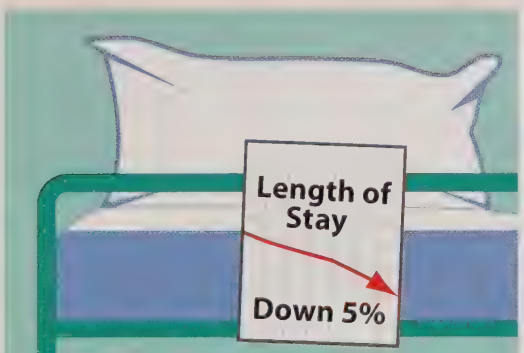
MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Early data points to success of Innovation Units

MORE THAN SIX MONTHS after the launch of the Innovation Units – 12 inpatient units serving as testing grounds for strategies to improve patient outcomes, enhance patient, family and staff satisfaction, and reduce costs and length of stay – enough data are now available to start evaluating the success of the interventions tested *(see sidebar on page 4)*.

"Early findings have been positive," says Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care and chief nurse. "Our creative thinking is making a difference. We're encouraged by the impact the Innovation Unit interventions are having on interdisciplinary teamwork and communication, patient and family satisfaction, length of stay and readmission rates."



SIGNS OF SUCCESS: Length of stay on the Innovation Units has decreased by an average of 5 percent since March.

An evaluation of the units is being conducted by staff in the Center for Innovations in Care Delivery and the Yvonne L. Munn Center for Nursing Research. Quantitative metrics being tracked include statistics about length of stay, readmissions, quality indicators, cost per case mix and staff retention, as well as the results of patient and staff satisfaction surveys such as the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) tool and the Revised Staff Perceptions of the Professional Practice Environment scale. Qualitative metrics

(Continued on page 4)

Honoring those who served

SALUTING VETERANS: From left, Wasserman, DeFelice and his daughter, Susan. Wasserman, also a veteran, helped bring DeFelice down to enjoy the appreciation breakfast.

THE CROWD beneath the Bulfinch Tent bowed their heads for a moment of silence to pay respect to the current and retired members of the military among them and to pay tribute to soldiers who died serving their country. The annual MGH Veterans Day Appreciation Breakfast on Nov. 12 was the start of a day full of activities to honor veterans and their families, including the many MGHers who have served or are currently serving.

"From the Revolutionary War to the Civil War, World War I and II to Vietnam – and now our nation's longest wars in Iraq and Afghanistan – the hospital has been at the center of clinical care, education and research to improve medical care for wounded veterans through science and innovation," said David F. Torchiana, MD, chairman and CEO of the MGPO.

Lt. Col. David King, MD, a trauma and acute care surgeon at the MGH, was the guest speaker. A member of the U.S. Army Reserves for the past 12 years, King served as a trauma surgeon in both Iraq and Afghanistan for the 7th and 10th Special Forces Group respectively. King discussed what he calls the "war dividend" – how trauma care has improved within the civilian medical community as a result of war. "We are using the valuable lessons that we learned while at war for those who come to us now for help and healing," King said. "We are able to pay it forward with the wisdom and knowledge we gained on the battlefield."

The appreciation breakfast was particularly special for retired Marine Corps Capt. Eugene DeFelice, a patient on Ellison 8, who for the past 30 years has not missed the Veterans Day

(Continued on page 4)

MGH emergency responders return from deployment

THE EFFECTS OF HURRICANE SANDY were particularly severe in New York City, its suburbs and Long Island, causing major flooding, structural damage and widespread power outages. Six MGH staff members who deployed Oct. 30 to help with relief efforts in New York as part of the Massachusetts (MA-1) Disaster Medical Assistance Team returned home Nov. 11.

The MGH team members – Jacquelyn Nally, RN, HAZMAT coordinator for Emergency Preparedness and disaster response manager for the MGH Center for Global Health; Paul Biddinger, MD, chief of the Emergency Department's division of Emergency Preparedness and medical director of operations for Emergency Services; Allison Durocher, RN, of the Burn Unit; Robert Droste, RN, also of the Burn Unit; Lisa Anahory, RN, Emergency Services; and Karen Ryle, RPh, of the Outpatient Pharmacy – were stationed at an evacuee shelter set up in an athletics building at York College in Queens. MGH staff focused on providing medical care to patients who were primarily older adults from nursing homes and behavioral health group homes. They also helped address urgent or emergent medical issues among the approximately 600 evacuees on campus.

In addition to the MA-1 DMAT, Kira Provost, RN, of Emergency Services, recently returned from deployment with the Rhode Island (RI-1) DMAT to a medical needs shelter at the Brooklyn Armory. Although the official International Medical Surgical Response Team (IMSuRT) did not deploy, two of its MGH members, Nick Merry, RN, of the Post Anesthesia Care Unit, and Anthony Forgione, LPN, of the Operating Room Nursing Service, deployed to a supply warehouse in Fredericks, Md., to provide medical logistical support for the relief effort. While Forgione returned Nov. 15, Merry will stay for two more weeks.

"We are incredibly humbled by the selflessness and bravery of our MGH volunteers," says Peter L. Slavin, MD, MGH president. "Our hearts go out to all those who are still dealing with the damage and destruction caused by this powerful storm."

PHOTO BY GEOFF BARTLETT, MA-1 DMAT MEMBER

TEAM EFFORT: From left, Biddinger, Anahory, Droste, Durocher, Nally and Ryle at the medical shelter

HAPPY DIWALI
Bhere, left, and Vishnu Priya Pulipati, of Radiology

Celebrating a festival of lights

WHILE MANY STAFF headed home in the early autumn darkness on the evening of Nov. 13, other MGHers were gathered inside the brightly lit, colorfully decorated East Garden Room to celebrate Diwali, a five-day festival celebrated by Hindus, Jains and Sikhs. Also known as the festival of lights, Diwali is the largest and most important holiday in India and is celebrated all over the world.

Employees of all faiths and beliefs gathered to enjoy the event, which was sponsored by Human Resources. This is the second year the MGH has hosted a reception in honor of Diwali.

"Celebrating the festival of lights with fellow MGHers has indeed been a delightful experience," said Deepak Bhere, a research associate in Radiology. "I would like to thank MGH for hosting this wonderful event to mark the occasion of Diwali."

Jeff Davis, senior vice president of Human Resources, welcomed attendees. Rev. John Polk, director of the Chaplaincy, read a blessing, and Dinesh Patel, MD, chief of Arthroscopic Surgery, who played a key role in bringing the celebration to the MGH, shared a message from Peter L. Slavin, MD, MGH president.

"I am pleased to send my greetings for the health, happiness, wealth and peace of all those attending today," Slavin said in the note. "This festival of lights is another opportunity for MGH to acknowledge our many diverse employees and their important and meaningful celebrations. I wish you all a very happy Diwali." ■

McGovern Award nominations

NOMINATIONS FOR the Brian A. McGovern, MD Award for Clinical Excellence are due Dec. 1. All MGH staff, volunteers, students or patients can nominate a physician for consideration. Ideal nominees are those who spend much of their time focused on patient care; are viewed by colleagues as the "go-to" person in their area of practice; make compassion and kindness the cornerstone of their practice; make an extra effort to ensure patient needs are met; and are often the "unsung hero" whose contributions make the MGH a better place to work and receive care.

The MGPO created the award to honor the memory of McGovern, a superb clinical role model who was dedicated, compassionate and considerate of patients, staff and colleagues. Submit nominations online at *http://mgpo.partners.org/mcgovern*. The award will be presented at the MGPO physician recognition dinner on March 23, 2013.

EXCEPTIONAL WOMEN: From left, Elrick, O'Terry and Hoyle Weber

Women in Leadership event highlights secrets to success

"THERE IS A POWER in being authentic. Go for the life you want, and do it intentionally," Sharon Hoyle Weber told MGHers attending the annual Women in Leadership event on Nov. 8. Through humorous stories and anecdotes, Hoyle Weber shared her personal experiences during the fifth annual MGH forum, "The Power of Authenticity: Discovering the Exceptional Woman in You." The forum was developed to foster personal and professional development among MGH women in management roles.

During the event at the Holiday Inn Boston at Beacon Hill, Hoyle Weber discussed how she interviewed 30 successful people in the corporate world about their secrets, beliefs and attitudes and discovered "12 secrets of thrivers," which she features in her book, *Hot in the Pot – A Survival Guide for the Real You in the Corporate World.*

Radio personality Candy O'Terry, a 22-year veteran of Magic 106.7 and the recipient of 35 area and national awards for excellence in women's programming, served as the evening's moderator and also shared her personal experiences – noting her path to success was neither smooth nor easy, and it did not come early in life. O'Terry went on, however, to create "Magic 106.7's Exceptional Women" radio show, which has profiled nearly 500 women in the past 21 years, and become co-founder of Boston Women in Media & Entertainment. "My mantra and what I believe in very deeply is 'obstacles are opportunities.' And passion – I believe the secret to success all comes down to being passionate about what you do," O'Terry said.

The evening also featured comments from Jean Elrick, MD, senior vice president for Administration, who announced the start of a new MGH Women in Leadership quarterly luncheon series, which is slated to begin in 2013. "I am truly honored to announce the start of these seminars that will feature MGH leaders and up-and-coming MGH leaders sharing information about how they are the exceptional women that they are today."

The Women in Leadership Committee is a volunteer committee of MGH managers focused on professional development of women at the MGH. For more information, email *womeninleadership@partners.org.* ■

Blood Donor Center honors top employee donors

MARY BROWN and her husband of 36 years have a standing lunch date. For the past 10 years, the administrative assistant in the Case Management Support Unit has joined her husband at the MGH Blood Donor Center to make their quarterly blood donation before sharing a lunch of crackers and juice – all they need, knowing that they have done something to help someone else.

"It's so easy, and there are just so many reasons to give," Brown says of her family's commitment, which extends to their two daughters who also are regular donors. "Many years ago my father was in the hospital after having major surgery, and he lost a lot of blood. The donations he received from someone made it possible for him to be here today, and this is my little way of doing the same for someone else."

Brown was one of 115 MGHers honored for donating at least four times during the past year at the 2012 Employee Blood Donor Recognition Breakfast on Nov. 6. "This is a great group that is really near and dear to my heart," says Kim Cronin, manager of MGH Donor Services. "You have all made the time and effort on a regular basis to help all of our patients, and it's because of you that we see true miracles happen here at the MGH every single day."

REASONS TO GIVE: From left, Meredith Wentworth, marketing specialist in the MGH Blood Donor Center, with Delaney and Sogolow

Family also plays a key role for Andrew Sogolow, senior generalist in Partners Human Resources at the Charlestown Navy Yard, who was honored as this year's top employee whole blood donor. "My father and my uncle gave over 10 gallons each," Sogolow says. "It's in their honor that I carry on the tradition and donate. It's far easier than you can even imagine, and I feel great afterward."

In addition, Paul Delaney, a technician in the Radiation Safety Department, received special recognition during the ceremony for being the top employee platelet donor. For Delaney, donating has simply become part of his routine since first hearing about the MGH Blood Donor Center at the new employee orientation in 2005. "I'd only donated once or twice before – but I thought, 'Why not? I think I can give that much,'" says Delaney, who after his first whole blood donation began to donate platelets. "It's just such an easy process."

For more information about the MGH Blood Donor Center, visit the center's Facebook page at *www.facebook.com/MGHBloodDonor* or call 617-726-8177.

WHAT'S HAPPENING

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Change in *Hotline* schedule
MGH Hotline will not publish Nov. 23 due to the Thanksgiving holiday. The regular publication schedule will resume Nov. 30.

Submit news tips and story ideas to *MGH Hotline*

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— *Veterans*

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ceremony near his home on Martha's Vineyard. The World War II and Korean War veteran said he was honored to attend the reception – thanks to the help of MGH physician's assistant and fellow veteran Stan Wasserman, PA, who escorted him. "I thought it was very good," said DeFelice, who wore his Marine Corps uniform to the event. "I was very happy – couldn't ask for anything better."

The 2012 Veterans Day events were presented by the Red Sox Foundation and MGH Home Base Program in collaboration with Human Resources, the Chaplaincy, the Employee Assistance Program, the MGPO, Police and Security, and Patient Care Services. The day also included a lecture, panel discussion and prayer service.

"Veterans Day is a time to recommit ourselves to our veterans and their families," said retired Brig. Gen. Jack Hammond, executive director of the Home Base Program. "It's a time to sit back and say we can do more as a country. We can do more as individuals. Most important, it's our job not to forget our veterans and their families and the sacrifices they have made." ■

— *Innovation Units*

(Continued from page 1)

include focus groups comprised of staff, patients and families, as well as observations and narrative reports.

Early data for what may be two of the most significant interventions – introducing the new role of attending nurse and hardwiring into practice the philosophy of relationship-based care, which emphasizes the connection between patients and providers – point to success.

"Staff consistently describe the 'importance of embracing the philosophy of relationship-based care to guide care delivery,'" says Jeff Adams, RN, PhD, director of the Center for Innovations in Care Delivery. "In addition, the attending nurse role was embraced by all role groups and disciplines and was described by many as 'a significant innovation.'"

Jean Stewart, RN, attending nurse on the White 6 Orthopædics Unit, describes her role as the "constant" nurse. "I'm the one who'll be there every day assisting patients, families and staff with whatever is on their minds. I help keep the patient's hospitalization cohesive and moving forward."

In addition, at a recent Innovation Units retreat, Dorothy Jones, EdD, RNC, FAAN, director of the Munn Center, reported that hand-held devices to facilitate communication were especially well-received, although other technologies posed challenges and warrant additional study. Jones also noted that length of stay – which decreased on the Innovation Units by 5 percent as of early November – and HCAHPS data demonstrate a "statistically significant positive response to changes on Innovation Units."

Rick Evans, senior director of Service Excellence, – whose department coordinates efforts to improve the patient experience and the hospital's HCAHPS scores – explains that HCAHPS is a tool used to regularly survey patients about their perceptions of care. "This year, the scores on the Innovation Units have risen at a rate exceeding the already impressive overall hospital rate," Evans says.

All of this information is being tracked via the recently developed Innovation Units Dashboard, which provides an at-a-glance view of trends in data compared to benchmarks. The dashboard includes quality and safety data – fall rates, pressure ulcer statistics and restraint utilization – as well as infection control, length of stay, readmissions, patient satisfaction, staff satisfaction, patient volume and financial statistics.

"The Innovation Units Dashboard demonstrates unit performance for key metrics for a baseline measurement period," says Amy Giuliano, senior project manager in the Patient Care Services Office of Quality and Safety. "Measures and benchmarks are updated quarterly, reflecting outcomes and performance during the period when each intervention is rolled out."

The most recent Innovation Units Dashboard, along with other details and resources about the units, is available at *www.mghpcs.org/innovation_units*.

"Looking ahead, we plan to roll out to all inpatient units those Innovation Units interventions that are proving successful," says Ives Erickson. "By sharing best practices and standardizing whenever possible, we'll continue to improve systems, refine care delivery, and mine the creativity and innovative thinking that has brought us so far." ■

Innovation Units interventions include:

- Incorporating the philosophy of relationship-based care into practice
- Introducing the new role of attending nurse
- Improving hand-over communication
- Enhancing preadmission data collection
- Encouraging dialogue through a new "Welcome Packet," including the Patient and Family Notebook and Discharge Envelope/Checklist
- Building awareness of domains of practice
- Implementing regular interdisciplinary rounds
- Increasing use of cutting-edge electronic devices
- Introducing whiteboards in patient rooms and electronic whiteboards at nurses stations
- Developing a standardized discharge checklist
- Implementing a Discharge Follow-up Phone Call Program
- Creating strategies to reduce noise

11.30.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

New program addresses complexity of older patients

A 72-YEAR-OLD PATIENT is losing weight. His primary care provider believes the cause may be a stomach virus he recently contracted, but it is hard to be certain – the weight loss has been gradual, not sudden.

The patient is referred to the Senior Health Geriatric Consultation Program, where he has a 90-minute appointment with a physician who specializes in geriatric medicine. During the evaluation, the physician has ample time to ask the patient about both medical and nonmedical issues. The patient confides his arthritis makes it difficult for him to go the grocery store, and as a result, he has been skipping meals. The physician recommends the patient sign up with Meals on Wheels, which delivers meals to clients' homes.

IN-DEPTH CONSULT: Hesse speaks with a patient.

The above is a single example of how geriatric patients with complex issues may benefit from the new MGH Senior Health Geriatric Consultation Program, which was launched Oct. 1. The initiative, led by Katherine Hesse, MD, MSW, a physician in the Geriatric Medicine Unit, offers 90-minute consultations for patients ages 65 years and older experiencing either a new or existing health problem.

"Many older people have lots of problems, and it's very hard for their primary care provider to be able to evaluate all of them in a

(Continued on page 4)

A WORTHWHILE FIGHT: Top row, from left, Thayer; Carlos Fernandez-Del Castillo, MD, director of the Liver, Biliary and Pancreas Center; and Warshaw. Front row, Keith D. Lillemoe, MD, MGH surgeon-in-chief, and DiBona

Against the odds

Warshaw Institute offers promise for pancreatic cancer

NANCY DIBONA, RN, of the Center for Perioperative Care, helps numerous patients prepare for surgery each week. "I explain the perioperative process, take their vitals and help comfort them and their family members," she says.

When DiBona encounters a patient with pancreatic cancer, she can't help but feel an extra pang of empathy. DiBona has lost four family members to the devastating disease, which has a five-year survival rate of only 6 percent. The survival rate does increase to 20 percent if the tumor is caught in time to be surgically removed.

DiBona, however, is determined to turn tragedy into triumph. Because the risk for developing pancreatic cancer triples when an immediate family member has it, she has annual checkups with Sarah Thayer, MD, PhD, a surgeon-scientist and faculty member of the Andrew L. Warshaw Institute for Pancreatic Cancer Research. She also volunteers to help the institute raise awareness whenever possible. In recognition of November as National Pancreatic Cancer Awareness Month, DiBona helped staff a Nov. 13 information table in the Main Lobby, speaking with passersby about everything from risk factors to promising studies underway at the Warshaw Institute.

Established in 2008, the Warshaw Institute – named after Andrew L. Warshaw, MD, MGH surgeon-in-chief emeritus and founder of the Pancreatic Biology Lab – is a collaboration of scientists and clinicians whose mission is to extend and improve the lives of patients with pancreatic cancer through the development of innovative diagnostic and treatment options.

"In order to improve the lives of our patients and families going forward, we need better research," says Thayer, who is director of the Pancreatic Biology Lab. "And this is where the Warshaw Institute comes in. Because we are a strong clinical force, we are becoming a strong research force."

(Continued on page 4)

MGH hosts America Recycles Day

MEMBERS OF MGH REAL (Raising Environmental Awareness League) have added something of their own to the popular motto "reduce, reuse, recycle" as part of their ongoing mission to educate the community about conservation tactics. "We have added 'rethink' to the start of the traditional mantra, and we added 'restore' to the end," said Edwin Andrews, administrative manager of the MGH Clinical Research Center and REAL team leader. "We hope people will think 'Do I need that?' or 'Can I do that in a different way?'"

In recognition of the annual America Recycles Day on Nov. 15, the REAL team hosted an information table in the Main Lobby to educate staff, visitors and patients about recycling efforts and new methods for promoting a greener environment both in the workplace and at home. At the MGH, the group noted, more than 620 tons of paper and cardboard are recycled annually, which has reduced disposal fees by $123,485. Thanks to its green design practices, the MGH also has preserved the equivalent of 11,941 trees and saved 56,192 cubic feet of landfill space.

During the America Recycles Day event, Quincy resident Maria Theodore, 12, a student at Thayer Academy, showcased a line of unique recycled artwork she creates with her 14-year-old brother Harry, a student at Roxbury Latin. "When I was at my doctor's office, she had some of these flip caps from the top of vaccine bottles on her desk that looked like buttons, and I asked if I could take some of them home," Maria said.

FOR REAL: From left, REAL members Barbara Irby, MS, RPh, director of Pharmacy Experiential Education; Sara Sivaraman, clinical research coordinator in Neurosurgery; Ida Aiken, RN, staff nurse; Andrews; Theodore; Halliwell; and Alys Myers, of the Center of Community Health Improvement

The teens now collect what are typically discarded caps and use them to create bright and colorful designs on canvas squares.

"Maria reached out to our group and presented us with the project," said Mary Ellen Halliwell, senior technologist in the Microbiology Laboratory. "Their flip cap art project helps encourage people to recycle by creating awareness. We hope we'll be able to have their work on display somewhere in the hospital in the future."

For information about REAL, access *www2.massgeneral.org/ESD/html/real.asp* or email *REALenvironmental@partners.org.*

The MGH Swap Shop

LAST SPRING the MGH launched a Swap Shop as a way to enhance recycling collaboration between its many departments. Spearheaded by Alys Myers, of the Center for Community Health Improvement, the "Partners Freecycle @ Work Swap Shop" allows staff to list items their department no longer wants and find items they need. "This is a great site for MGHers to list items they no longer have use for and also a way to search for items instead of purchasing new furniture," Myers says. "We anticipate the program saving thousands of dollars."

All MGH equipment is assigned tracking numbers. Items listed and exchanged are the property of Partners and should remain on site unless otherwise noted.

Myers adds that items with pictures and detailed descriptions get more attention, and once the exchange has been made, the item should be marked as "taken."

The Swap Shop can be accessed at *http://quickbase.intuit.com/freecycle.* A Partners.org email address is required. For more information, contact Myers at *amyers6@partners.org.*

Office for Research Career Development launches Graduate Student Division

HUNDREDS of graduate students currently work at the MGH. To help these students while at the hospital, prepare them for career options after graduate school, and provide programs, services and resources designed to enhance their MGH experience, the Office for Research Career Development – part of the Center for Faculty Development – has created the new Graduate Student Division. Supported and funded by the Executive Committee on Research, the division will open Dec. 1.

The division will be led by MGH psychologist Thilo Deckersbach, PhD, who came to the MGH in 1997 as a graduate student and became a faculty member in 2006. Deckersbach currently serves as director of Psychology in the Bipolar Clinic and Research Program and director of Research in the Division of Neurotherapeutics. He has a longstanding interest in helping graduate students reach their goals and fostering their professional development.

"The Graduate Student Division aims to create a sense of community among the graduate students at MGH and become a resource both for graduate students and for their MGH advisers," says Deckersbach. "This involves launching a graduate student association, providing programs and services as well as strengthening the relations with the degree-granting institutions."

"Dr. Deckersbach's warmth, enthusiasm, creativity and highly respected reputation for mentoring will enable him to successfully engage our graduate student community," says Dennis Brown, PhD, director of the Office for Research Career Development. "With his leadership, we look forward to moving this initiative forward." ■

DECKERSBACH

Grateful patients donate $2 million for endowed chair

PATIENTS ARE sometimes so moved by the care they receive that they are inspired to give back so other patients may benefit. On Nov. 19, the MGH celebrated the creation of the John R. Gallagher III and Katherine A. Gallagher Endowed Chair in Gastrointestinal Cancer Research. The chair was made possible through a $2 million gift from the Gallaghers in recognition of the care they received from David P. Ryan, MD, chief of Hematology/Oncology and clinical director of the Tucker Gosnell Center for Gastrointestinal Malignances, and Andrew L. Warshaw, MD, surgeon-in-chief emeritus, namesake of the Warshaw Institute for Pancreatic Cancer Research, and senior consultant in International and Regional Clinical Relations. The first incumbent to the chair is Nabeel M. Bardeesy, PhD, a scientist in the Center for Cancer Research who is internationally known for his work in the field of gastrointestinal cancer.

"On behalf of the MGH trustees, physicians, researchers and staff, I want to express my heartfelt gratitude to John and Kathy Gallagher for making this cancer research chair possible," said Peter L. Slavin, MD, MGH president. "The Gallaghers are longtime friends of the hospital. Their philanthropy goes back more than 30 years, and they have supported several different areas within the hospital."

The event, held in the Trustees Room, also included remarks by John Gallagher, Ryan, Warshaw and Bardeesy, as well as Daniel Haber, MD, PhD, director of the Cancer Center.

Bardeesy's primary research focus is pancreatic and biliary cancer, which are both among the most lethal tumors. He and his team of investigators have developed genetically engineered mouse models to further understand how and why certain gene mutations drive these malignancies. The endowed chair will ensure Bardeesy's team has the resources to pursue its research, which will help identify new targets for anticancer drugs.

"The support provided by this chair gives us the liberty to use our imagination and to take chances," says Bardeesy. "One of the areas we will explore will involve collaboration with Cancer Center clinicians and scientists with the aim of developing new and more relevant model systems to identify patient-specific therapies." ■

SUPPORTING INNOVATIVE RESEARCH: From left, Dennis Ausiello, MD, chief of the Department of Medicine, Bardeesy and Haber.

Bonner Award honors local psychologist

DESCRIBED AS A "soft-spoken trailblazer" and "a quiet rebel," the late MGH psychiatrist Frances J. Bonner, MD, was the hospital's first African American female resident and faculty member. On Nov. 15, the MGH Department of Psychiatry Diversity Center presented the second annual Frances J. Bonner, MD, Award to Margarita Alegría, PhD, director of the Center for Multicultural Mental Health Research at the Cambridge Health Alliance, a renowned psychologist whose work focuses on the improvement of delivery of mental health care services for diverse racial and ethnic populations. Alegría is a professor of Psychiatry at Harvard Medical School and currently serves as principal or co-principal investigator of three studies funded by the National Institutes of Health.

This year, 17 nominations were submitted for the award, which was established to recognize an individual who exemplifies the work and spirit of Bonner and has made significant contributions to the field of mental health or the care of minority communities. Carol Wool, MD, MGH psychiatrist and chair of the award subcommittee, said the group narrowed the pool to 10 individuals and then selected Alegría from among three finalists.

"This award means so much to me," Alegría told a packed Ether Dome as she began her lecture, "Engineering Mental Health Services for a Changing America," prior to the award presentation. During her talk, Alegría presented statistics about the changing face of the United States, discussed challenges immigrants face in accessing health care and identified interventions to better respond to their needs. Particularly promising interventions she described include enhancing the role and responsibilities of community health workers, encouraging patients to be more active in their care, training both patients and providers to be more receptive to feedback, and treatment sessions conducted via telephone to reduce barriers to care.

TRAILBLAZING: Presentation attendees, including Bonner's daughters, Dale and Carol, at far right, with award-winner Alegría, left center, holding a blue-wrapped gift.

WHAT'S HAPPENING

Announcements available online
To read this week's "What's Happening" items, visit *http://intranet.massgeneral.org.*

IN GENERAL

Ann Webster, PhD, director of the Benson-Henry Institute for Mind Body Medicine's Mind Body Program for Cancer and the Successful Aging program, was honored as a Distinguished Alum Honoree by the Yeshiva University Ferkauf Graduate School of Psychology. Webster was recognized for her extraordinary contributions in the field of mental health at the school's 55th Anniversary Gala Benefit in New York City on Nov. 11.

Submit news tips and story ideas to *MGH Hotline*

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The Fatherhood Project introduces fathering skills programs

A FATHER IS REELING in the aftermath of his child's hospitalization. He wants to be strong for both his family and his son, but the confusion and sadness are overwhelming. The situation is a familiar scenario for many clinicians throughout the MGH and one of many situations the MGH Department of Psychiatry's Fatherhood Project is working to address.

Since its inception in 2010, The Fatherhood Project has continued to grow and expand its programs aimed at helping men become better fathers, become emotionally engaged in a positive manner and learn skills their own fathers may not have had. "We have started the new in-house support program and are now accepting referrals from physicians, nurses and social workers for fathering skills groups," says Raymond Levy, PsyD, director of The Fatherhood Project. "The sessions are flexible – from a single visit to more in-depth counseling or groups. Fathers of children of any age are welcome, and physicians from any department can provide referrals."

Levy also has started a 10-week parenting skills program at the Souza-Baranowski Correctional Center in Shirley. "This is a valuable class because there are a number of studies that have found that, when incarcerated males are about to be released from prison, their primary goal is to become better fathers," Levy says.

For more information about The Fatherhood Project's programs, visit *www.thefatherhoodproject.org* or email *connect@thefatherhoodproject.org*. MGH staff who wish to make a referral for patients or families of patients can email or call 617-724-0806.

— Senior Health

(Continued from page 1)

routine visit," says Hesse, who has more than 30 years of experience in the field. "These consults give me an opportunity to sit with a patient and his or her family members and hear what their concerns are, try to make sense of what is sometimes a very complicated situation, and provide advice to improve the patient's quality of life."

Family members are encouraged to attend and participate in the discussion. "Once the issues are identified, the family often has suggestions about how they can help resolve problems," Hesse adds. After the visit, she sends an overview of the assessment and recommendations to the patient, his or her family members and the primary care provider to ensure everyone is on the same page.

Previously, consultations were available sporadically, when a patient had a particularly complex situation. But now Hesse is able to offer the service to a broader spectrum of patients.

"It's really something I love doing," says Hesse. "I love puzzles, and I love to see these patients who have complicated stories and try to put all their concerns together to see what's going on and make recommendations. There's something about it that's really rewarding."

For more information about the MGH Senior Health Geriatric Consultation Program or to make a referral, call 617-726-4600. Additional information is available at *www.massgeneral.org/geriatrics.* ■

— Pancreatic cancer

(Continued from page 1)

Areas of focus for the institute include cancer genetics, new imaging technologies and molecular profiling. But, Thayer says, more research funding is needed. While pancreatic cancer is the fourth leading cause of cancer death, in terms of dollars spent per death, it ranks only 14th *(see related story on page 3).*

Awareness is essential for increased funding. DiBona recalls one visitor at the information table asking another why there isn't more awareness already. "Because there are no survivors," that visitor responded.

But there is hope.

"Newer chemotherapy and proton beam treatment to supplement surgery holds promise," says Warshaw. "Also, there are forms of pancreatic cancer that have a much better prognosis and a three times greater survival rate after surgery."

"We do have survivors, and that's the key thing," adds Thayer. "People need to know that. We have some people who are living 10, 15 years past diagnosis. We can't predict who will survive, but we do the best we can for every patient we have. And every day we get better."

For more information about the Warshaw Institute, visit *www.massgeneral.org/warshawinstitute.* ■

12.07.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

LEADING THE WAY: From left, Theresa Egan, lead medical assistant, and Jane Maffie-Lee, MSN, FNP-BC, clinical program manager, both of the Ambulatory Practice of the Future; Joseph Gesmundo, MD, medical director of MGH Back Bay; and Esters

Transforming primary care

PRIMARY CARE PRACTICES throughout Partners HealthCare continue to embrace the process of practice redesign to achieve the patient-centered medical home model of care. More than 200 people turned out to learn more about several successful initiatives during the quarterly Partners Knowledge Sharing dinner Nov. 27 at the Boston Marriott Newton. The event was co-hosted by the MGH Stoeckle Center for Primary Care Innovation and the Partners in Care (PiC) team at Partners Community HealthCare, Inc. (PCHI).

"PiC aims to transform the entire system of primary care practices to a team-based model of care, empowering them to consistently deliver coordinated, comprehensive care to all patients," says Michael Esters, Partners Medical Home leader. "PiC has a broad portfolio of programs and services to support practices in their efforts." In addition to general education – such as the Knowledge Sharing dinners and collateral materials – there are practice redesign workshops, a Medical Assistant Academy, and the National Committee for Quality Assurance (NCQA) Collaborative, which prepares practices for NCQA medical home recognition. A growing team of medical home coaches, including Stoeckle Center staffer Allie Siegel, MPH, is available to consult with practices.

Esters and Susan Edgman-Levitan, executive director of the Stoeckle Center, presented awards to practices that participated in

(Continued on page 4)

ROLE MODELS: Gavazzi with her husband, Steven

Exceptional MGH nurses honored

KATHYA GAVAZZI, RN, remembers the exact moment when she knew she wanted to become a nurse – she was in labor with her second child and was cared for by "the most amazing nurse." Some two decades later, it is Gavazzi – now a clinical nurse specialist on the MGH Vincent Obstetrics & Gynecology Labor and Delivery Unit – who is being credited as an exceptional and inspirational caregiver.

Gavazzi and Paula Nelson, RN, also of the Labor and Delivery Unit, were honored Dec. 3 by the March of Dimes Massachusetts Chapter as finalists for its annual Nurse of the Year Awards, during a ceremony at the VERVE Crowne Plaza Hotel in Natick. The statewide awards event recognized 25 exceptional nurses across

(Continued on page 2)

Nelson with her husband, Mark

MGHfC programs offer support for staff, patients and families

Rest and rejuvenation

DIANE MILLS, RN, of the MGH Vincent Obstetrics & Gynecology Labor and Delivery Unit, and Julie Ritucci, administrative director of Finance for MassGeneral Hospital *for* Children (MGH*f*C), were two of the staff members who participated in the "Tea and Empathy" event held Nov. 13 in the Ellison 17 conference room. Hosted by the Pediatric Palliative Care Service, the event was open to all staff who care for children. "The event is an opportunity for staff to rest, rejuvenate and connect with one another. Caregivers need caring for too," says Sandra Clancy, PhD, MGH*f*C Palliative Care Service manager and patient advocate. The room was transformed with small tables, chairs, lamps and classical music to provide a calm and inviting setting for drinking tea and eating homemade treats. The group plans to host its next Tea and Empathy event next spring.

CARING FOR CAREGIVERS: Mills and Ritucci

Embracing love and loss

"OUR DAUGHTER left me a legacy of hope and a blessing of compassion," said one parent. "Working with families who experience loss has made me a better doctor," an emergency room physician said. "For that one moment, everything was perfect," said another grieving parent. These were just a few of the remarks heard during the 21st annual MassGeneral Hospital *for* Children (MGH*f*C) Pediatric, Neonatal and Obstetric Memorial Service held Nov. 4

The service is dedicated to MGH families who have experienced the death of a child from infancy through adolescence, including miscarriage or stillbirth. "During the service, several bereaved parents shared heartfelt stories and poems to remember their beloved children. Others counseled families who had experienced more recent losses, describing the importance of asking from their partner and families what they need 'right now' and how to become strong and cope on this journey no one plans for," says Leslie Kerzner, MD, neonatal intensivist, who provided welcoming remarks.

Parents, families and friends were invited to participate in a naming ceremony and were given pewter hearts and daffodil bulbs to plant in memory of their children. Each family held a lit candle, shared a moment of silence, and read together the prayer, "We Remember Them." Many families hung decorated fabric memorials that will be placed in a memorial scrapbook. Following the service, a reception was held in the East Garden Room.

The service, hosted by the Comfort and Support After Loss Committee, also included remarks from Lauren Allister, MD, Emergency Services physician; Courtney Craig, RN, of the MGH Vincent Obstetrics & Gynecology Department; and Nancy Leventhal, LICSW, of MGH Social Services, who moderated the service. Pediatric Chaplain Kate Gerne led a thoughtful reflection and Felix Duran, of MGH Interpreter Services, welcomed Spanish-speaking guests. The event included a musical performance by Lorrie Kubicek, MGH*f*C music therapist; a photo slideshow, organized by April Kim, RN, of Vincent Obstetrics & Gynecology; and fun activities for younger attendees at the MGH Backup Childcare Center, organized by Heidi Jupp, RN, of the MGH*f*C Pediatric Hematology-Oncology Unit. ■

— *Nurses awards*

(Continued from page 1)

seven categories, who were honored for helping promote the future of the nursing profession while also helping to advance the March of Dimes, an organization that seeks to prevent birth defects, premature birth and infant mortality.

"It was a really lovely evening and it was an honor to be surrounded by this group of really amazing people," says Nelson, who has worked at the MGH for 14 years and also serves as a clinical instructor on the Maternity Unit. She was nominated in the "Education" award category by Mary Mayville, DNP, MSN, BSN, assistant clinical professor in the School of Nursing at Northeastern University, who said Nelson "consistently creates an environment conducive to successful learning and presents an incredible role model of professional nursing to novice nurses."

Gavazzi, who has worked for the MGH for 18 years, was nominated in the "Advanced Practice" category by Susan Caffrey, RN, nurse director for the Labor and Delivery Unit. Caffrey praised Gavazzi's ability to help nursing students achieve their goals during their Obstetrics and Gynecology rotation, and for her dedication to advancing the profession by obtaining her master's degree while working as a staff nurse.

"We are all so proud of Kathya and Paula for their outstanding dedication to providing compassionate care to our patients on a daily basis and for their commitment to sharing their expertise and knowledge with the next generation of nurses," says Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care and chief nurse. ■

COMMITMENT TO CARING: Ferrari and Tracy

Partnership proves successful for MGH clinicians

FOR YEARS THEY HAVE BEEN on the same page – working to advance the clinical role of certified nurse-midwives in the state and improve access to care for reproductive-aged women. Earlier this year, they stood on the same stage as MGH midwife Angela Ferrari, CNM, MS, presented the inaugural American College of Nurse-Midwives Midwifery Partnership Award to Erin Tracy, MD, MPH, of the MGH Vincent Obstetrics & Gynecology Department.

The award was given to Tracy in appreciation for her commitment to the passage of House Bill 3815, "An Act Relative to Enhancing the Practice of Nurse-Midwives," which expanded access to nurse-midwifery care in Massachusetts. Ferrari and Tracy were among the many active supporters of the legislation, approved last January, which now allows nurse-midwives to write prescriptions, and directly order and receive their patients' lab tests, ultrasounds and therapeutics. "I feel so proud that the MGH played such a prominent role over the course of these past 12 years in getting this legislation passed," Ferrari says. "This has truly affected the future of health care, and I think one of the reasons it passed was the pivotal role the MGH played in supporting it. We have an environment here where influential and forward-thinking physicians, like Dr. Tracy, and our nurse-midwives practice together to provide exceptional care."

"The practice of midwifery antedates obstetrical services by centuries, and our midwifery service provides exceptional care to women," says Tracy, who also is chair of the Massachusetts section of the American Congress of Obstetricians and Gynecologists. "Obstetricians and certified nurse-midwives routinely collaborate in our institution, but some of the previous regulations required a level of micromanagement that could potentially impede patient care."

Prior to the bill's passage, Ferrari says, there were many barriers to providing cost-effective, safe and timely care – including the major obstacle requiring physicians to review the prescriptions nurse-midwives wrote for their patients. "This in turn meant that labs and other diagnostic testing had to be ordered under a physician's name," Ferrari says. "The problem was that there were times when the physicians had never met or seen the patients, and yet they would receive the results – not the midwife who was caring for them. So this barrier to safety has now been removed."

Although still in its early stages of implementation, the legislation also is expected to grant better access to obstetrical care for women in remote parts of the state where there has previously been very limited access to providers. ■

Enhancing the patient and family experience

"I THINK A LOT OF FAMILIES with loved ones in the hospital can identify with this," said local photographer Ron McAdow, as he stood next to his photograph in the MGH Medical Intensive Care Unit (MICU) waiting room. "It shows a winding path with brighter spots ahead. I think it's a very fitting image."

The print, "Path to Sunshine," is one of seven 30-inch-by-20-inch framed prints McAdow donated to the MICU waiting area. He hopes the nature-inspired artwork will help soothe the minds of those here to support their loved ones.

SOOTHING SHOTS: From left, Yagoda, McAdow and Cobb

"Ron reached out to us through the Critical Care Center website and said he wanted to donate his art to the MGH," said Daniel Yagoda, senior administrative manager for the Critical Care Center. "We are always looking to improve the patient and family experience, and we thought this was a great opportunity to do just that." Yagoda brought the idea to the MGH Patient and Family Advisory Council (PFAC), which combed through numerous prints and voted on the final seven.

"Art is very personal," said Robin Lipkis-Orlando, RN, co-chair of PFAC. "The patient and family members reviewed each print and discussed which would be most appropriate for a waiting room environment. We chose the final prints because they were calming, healing and universal."

J. Perren Cobb, MD, director of the Critical Care Center, said families spend hours, days, and sometimes weeks in ICU waiting room areas, and he thinks the artwork will make a difference. "Mr. McAdow made a very thoughtful donation, and we in the Critical Care Center worked closely with MICU Nursing Director Sandy Muse and PFAC to make this gesture a reality. I think this is a fantastic example of teamwork at the MGH."

WHAT'S HAPPENING

Announcements available online
To read this week's "What's Happening" items, visit *http://intranet.massgeneral.org.*

Nominations for the Nathaniel Bowditch Prize
Nominations are now being accepted for the 2013 Nathaniel Bowditch Prize. The $5,000 award will be presented to an MGH employee – clinician or nonclinician – who has made a significant contribution to improving the quality of care at the hospital while reducing its cost. Contact Gretchen Shubrooks at 617-726-8477 or *gshubrooks@partners.org* for nomination forms. Nominations are due by Dec. 23 and should be submitted to Andrew Warshaw, MD, chairman of the Bowditch Prize Selection Committee, at Bulfinch 360.

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Holiday happenings at the MGH

THE MGH will host a number of fun and festive holiday celebrations for staff, visitors and families in the coming weeks.

All month: All presenting blood donors at the MGH Blood Donor Center can brighten the day of a sick child by filling out a gift tag that will be attached to a stuffed animal and delivered to a MassGeneral Hospital *for* Children patient by Santa and his elves.

Dec. 8-16: A lighting of the menorah will take place in the MGH Chapel foyer early on each evening of Chanukah.

Dec. 8: Mass for the Solemnity of the Immaculate Conception of the Blessed Virgin Mary will take place at 11 am in the MGH Chapel.

Dec. 8: The MGH General Store will host its annual holiday sale from 6:30 to 9 pm. Merchandise is 20 percent off, and preferred customer card holders receive an additional 10 percent discount. The sale will also be held from 8:30 am to 7:30 pm on Dec. 13 and from 10 pm to 12:30 am on Dec. 17.

Dec. 9: The lighting of the advent wreath will take place in the MGH Chapel foyer on each Sunday morning leading up to Christmas.

Dec. 11: The MGH Community Chanukah Celebration will be held from 5:30 to 7:30 pm in the Thier Conference Room, with candlelighting, food and entertainment.

Dec. 13: Holiday Songfest will take place from noon to 1 pm in the Main Lobby near the staircase by the Maxwell & Eleanor Blum Patient and Family Learning Center. All are invited to join in this annual singing event.

Dec. 17: From Dec. 17-21, Dec. 26-28 and Dec. 31, all platelet donors at the MGH Blood Donor Center will receive two AMC movie tickets. And, on Dec. 27, all blood donors will receive two movie tickets.

Dec. 17: MGH Holiday Reception will be hosted by President Peter L. Slavin, MD, from 2 to 3:30 pm in the East Garden Room and from 10 to 11:30 pm in the Main Lobby, with music and refreshments.

Dec. 17: Andrew L. Warshaw, MD, MGH surgeon-in-chief emeritus, will present a lecture about the tradition of caring for Santa Claus at the MGH. This humorous look at the various "ailments" Santa suffers annually will be presented at noon at the Paul S. Russell, MD Museum of Medical History and Innovation. A special holiday exhibit also will be on display.

Dec. 18: MGH Holiday Reception will be hosted by President Peter L. Slavin, MD, from 12:30 to 1:30 pm at Charlestown Navy Yard Building 149, first floor, middle foyer, with music and refreshments.

Dec. 25: Christian Service with Holy Communion will be held at 12:15 pm and Roman Catholic Mass at 4 pm in the MGH Chapel.

Jan. 1: Mass for the Solemnity of Mary, the Mother of God, will be held at 4 pm in the MGH Chapel.

— *Primary Care*

(continued from page 1)

the Lean Collaborative, a PiC program in which participants improve practice processes through an in-depth project and exchange best practices with other teams. The program was facilitated by Lean experts Mary Cramer, MBA, CPHQ, process improvement program director and director of the Ambulatory Management and Performance Consulting Team at the MGH, and Dorothy Goulart, MS, RN, director for Performance Improvement at Brigham and Women's Hospital.

The Bulfinch Medical Group at the MGH was also an award recipient, recognized for its practice improvement project focused on the process of updating the patient problem list in the electronic medical record. Also acknowledged was the MGH Senior Health practice, which achieved a Level 3 certification, the highest level in the NCQA's national recognition program.

For more information on PiC and the patient-centered medical home, email *partnersincare@partners.org.* ■

12.14.12

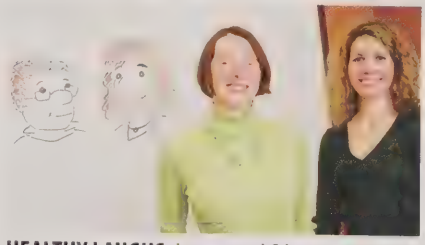
MGH HOTLINE

A PUBLICATION FOR [illegible] OF THE MASSACHUSETTS GENERAL HOSPITAL

3 hot habits for healthy holidays!
1 Tackle BIG projects one little step at a time
Plan ahead! Focus on what's truly important and aim to have a GOOD time doing it.
FORGOT THE GRAVY!
POTATOES!
BLUE TABLE RUNNERS!
WE NEED TO PICK UP TIA BEATRIZ AT THE AIRPORT!
HANDMADE CENTERPIECES!
TURKEY?
DONE.
VEGGIES AND PIE?
DONE.
WE FINISHED OUR WHOLE LIST! GIVE GRAMMA A FIST BUMP, HONEYBUNCH.
2 Do something physical, every day
Walk, run, dance - it loosens tight muscles, it clears your head, and it's fun!
zzzzzz
GET DOWN GET DOWN!
KITCHEN DANCE PARTY!
3 Remember to laugh!
Funny movies, cartoons, jokes - getting in chuckles just feels so good!
THEN MY NEPHEW MADE LITTLE SNOWMEN OUT OF THE STUFFING! STUFFINGMEN!
AHAHAHA! AHAHAHAHAHAHA! *SNORT!*
Diabetes Views http://mghdiabeteseducation.wordpress.com
© 2012 Cathy Learny

Patient education offers comic relief

SUSIE AND RAY are gearing up for the holidays in vastly different ways. Ray is frazzled and worried and isn't properly taking care of himself. Susie on the other hand feels prepared and positive about the upcoming season. She even starts an impromptu dance party in her kitchen as a way to unwind and laugh with her family. At quick glance, it's easy to see which life is the best to emulate. And that's just what the MGH Diabetes Education Program hopes its new comic series provides patients – quick and fun educational tips to help them on the path to a healthier life.



HEALTHY LAUGHS: Learny and Sikora

"It's a great way to tackle wordy topics," says Chrisanne Sikora, the diabetes program's project manager for social media. "When you receive a lot of information, sometimes your eyes start to glaze over – it's a lot to take in all at once. With this type of educational material, people can see immediately what the end goal is – things like they should eat more slowly and chew their food – they know that this is

(Continued on page 2)

Beating the winter blues

WITH THE HOLIDAYS and winter fast approaching, many people may feel blue. A number of things could be the cause: the stress of the holiday season, a lack of sunlight, or even clinical depression. Michael Henry, MD, medical director of the MGH Bipolar Clinic and Research Program, discusses signs and symptoms to be aware of as well as coping mechanisms.

Q. The holidays can be a tough time for some people. Why?

A. The holidays are a special time but they can be a time when people struggle and find they feel sad rather than joyous. This can occur for several reasons. First, there is the reality that the demands of the season put a dent in their wallet, especially during these difficult financial times. Second, they can remind us of loved ones that have passed on and cause us to grieve. Also, since they occur when the days are getting shorter and there is less light, these feelings can be mixed with Seasonal Affective Disorder (SAD), a form of depression that is associated with the fall and winter.

Q. What about when those unhappy feelings last past the holidays?

HENRY

A. When the symptoms are severe enough to disrupt a person's daily functioning, it could indicate a diagnosis of SAD, which is unipolar or bipolar depression that occurs with a seasonal change. These seasonal episodes are frequently accompanied by very low energy, increased sleep, carbohydrate craving, overeating and weight gain. There are several treatments available, starting with even a brief vacation in sunnier latitudes for those with mild symptoms. Other effective treatment options may include light therapy, psychotherapy and antidepressant medication.

(Continued on page 3)

IN MEMORIAM

Steve Beauville

STEVE BEAUVILLE will be remembered for being kind, funny, smart and charming – but his friends and colleagues say above all, it will be his infectious smile and the love he shared with them that they will miss the most. Beauville, 30, who worked for five years as an operations associate (OA) on the Cancer Center Unit, now on Lunder 9, died Nov. 21.

Lisette Packer, RN, of the Cancer Center Unit, remembers the day she met Beauville during orientation on his first day at the MGH. "He heard me speaking Spanish and we started talking. I told him my parents were Cuban," she says. "He told me his father was also Cuban and we joked that we might be cousins. From then on, I never called him Steve. I called him cousin and that's what he called me."

Alva Fairbairn, OA, of the Cancer Center Unit, says she knew Beauville since he was 7 years old and watched as he grew into a kind, giving young man who became a close friend. "He was an outstanding person who always came in with a smile. He was never upset a day in his life," she says.

Beauville was known to always be willing to lend a helping hand in any situation, especially when it came to tackling computer problems. Cesar Castro, MD, of the Hematology/Oncology Department, credits him with being the unit's resident IT guru. "Steve was very sharp and personable and definitely always stood out," Castro says. "He was very vivacious."

His colleagues say Beauville, who lived in Hyde Park, also had a passion for music of all kinds and enjoyed showcasing his skills as a disc jockey whenever possible, including at a recent work party where his main goal was to get everyone onto the dance floor. While listing his many attributes and sharing their favorite stories, his friends continue to come back to their favorite part of their encounters with him – that smile. "His smile was just amazing," says Sophia Niles, OA, of the Cancer Center Unit. "It just melted you away. He was a real people person and knew so many people in so many different departments. He just touched so many throughout the whole hospital. There just aren't enough words to explain how special Steve was."

In addition to his many colleagues and friends, Beauville is survived by his parents Maggy Masamour and Wencito Beauville, and brothers Ancito and Shavelita Beauville. Funeral services were held Dec. 1. A memorial service at the MGH will be held at noon Dec. 18 in the MGH Chapel.

— Comic relief

(Continued from page 1)

behavior they should model. The visual format helps get that point across quickly."

The idea to incorporate comics into patient education materials was sparked when someone mentioned that Catherine Leamy, a web developer in the MGH Laboratory of Computer Science, was a cartoonist in her spare time. "I've been drawing my whole life for fun," Leamy says. "Using comics in the medical field is really starting to take off and gain more momentum. There is so much potential because it helps people quickly identify emotions and also helps those who may have low literacy."

The creative process began earlier this year when Sikora and Leamy met to brainstorm potential topics that would work well told in the comic format. When faced with naming the characters, they reached out to the MGH community for suggestions – which resulted in Susie and Ray officially being brought to life. With the initial two comics available on the Diabetes Education Program's blog, "Diabetes Views," Sikora and Leamy are now in the process of working on the next comics in the series.

"I really like to create comics where people see themselves in the characters so they can really relate to the topic and see that it is reasonable and doable," Leamy says. "I want them to go away thinking, 'This is simple. I can do this.'"

For more information, visit *http://mghdiabeteseducation.wordpress.com.* ■

Leffert lecture addresses aging population

THE SECOND ANNUAL Robert Leffert, MD, Palliative Care Memorial Lecture took place Nov. 27 in the O'Keeffe Auditorium, featuring Christine Ritchie, MD, Harris Fishbon Distinguished Professor for Clinical and Translational Research in Aging in the Division of Geriatrics at the University of California San Francisco. In her presentation "What is Complexity and How Do We Provide Good Care for Those Experiencing It?" Ritchie addressed the increasing levels of medical complexity in the aging population and described the lack of evidence supporting the best care for this growing population. The lecture – held annually in memory of Leffert, who served as chief of the MGH Department of Rehabilitation Medicine and the MGH Surgical Upper Extremity Rehabilitation Unit – was created through a donation from Leffert's daughter, Lisa Leffert, MD, chief of the Obstetric Anesthesia Division, and her husband, Lee Schwamm, MD, vice chair of Neurology.

LEFFERT LEGACY: From left, Linda Leffert; Ritchie, Schwamm; Vicki Jackson, MD, MPH, chief of the MGH Palliative Care Service; and Brit Nicholson, MD, senior vice president and chief medical officer

JOY TO THE WORLD: From left, JT, Joe, Gracie, Colleen and Noelle Joy Klinker

12:12 on 12-12-12

NOELLE JOY KLINKER knows how to make an entrance – she was welcomed into the world at 12:12 pm on 12-12-12, a moment that comes along just once every 100 years. While the local and national media joined in the celebration of the unique time and date of her birth, Noelle Joy took all of the attention in stride, sleeping soundly, swaddled in her mother's arms.

The newborn arrived at the MGH after – what else – a 12-hour labor, weighing 9 pounds, 8 ounces and measuring 21.5 inches long. Born to Colleen and Joe Klinker of Reading, the baby joins big sister Gracie, 5, and brother, JT, 4. "She is a very special gift," Colleen said.

When Colleen went into labor exactly one week before her scheduled due date, the family joked that they might have a milestone in the making but never expected that Noelle Joy would be born at the exact 12:12 moment. "I told everybody that they were kind of crazy for thinking that it could ever possibly happen," Colleen said. "I never, ever expected anything like this, and it's really cool. But I'm just so happy to be holding her safe in my arms. Any day – I would have taken her on any day, at any time."

Noelle's father agrees. "The 12-12-12-12-12 is a neat part of the day, but the miracle is her being here safe, being here alive and healthy." ■

— *Winter blues*

(Continued from page 1)

Q. Where does major clinical depression fit in?

A. Episodes that meet the criteria for major depression are characterized by at least two weeks of depressed mood most of the day, nearly every day, or a loss of interest or pleasure in usual activities. In addition, there must be disturbances in sleep, energy level, concentration, appetite, increased focus on past mistakes, as well as, in severe cases, thoughts of death and/or suicide. If you know of anyone who has these symptoms, encourage him or her to call their doctor immediately.

Q. If you find yourself feeling blue and sluggish, but don't feel it is severe enough to warrant seeing a doctor, what can you do to feel better?

A. There are several things you can do right now. First, make sure you are working out at least three to four times a week for a minimum of 30 minutes. Remember, if you haven't exercised in a while, please consult with your physician before starting a rigorous exercise program. That short amount of time has been shown to effectively relieve the symptoms of mild to moderate depression. You should focus on a healthy diet to avoid holiday weight gain. I suggest limiting caffeine, even though it may sound counterintuitive. Coffee and tea can be dehydrating and there is a sense of a crash when the caffeine wears off. Caffeinated sodas spike insulin levels and drop blood sugar levels, thereby contributing to a sense of fatigue after the initial boost. If you need a lift, reach for water instead. That plus a small snack may give you a more consistent and healthier energy boost. And finally, get outside. Since daylight hours are fewer in the winter, try to sneak in a 15-minute walk when you can. Some vitamin D from the sunshine coupled with fresh air will do your mind some good. ■

ARCH helps seniors find answers to health questions

THE NUMBER OF WEBSITES touting the latest and best health information can be overwhelming – especially for seniors with limited knowledge of how to find the most reliable resources. That's why Chelsea residents Herminda Castellanos and her friends at the Chelsea Senior Center are especially pleased to now have six new computers and a dedicated website from ARCH (Access to Resources for Community Health) to access vetted health information.

"I want to thank Mass General Hospital and ARCH because it's very important for us to learn about so many things. You can find out about diabetes, high blood pressure, arthritis and stroke. It's very helpful," Castellanos said during the ARCH 12th anniversary celebration held Dec. 5 at the senior center.

For more than a decade, ARCH, managed by MGH Community Health Associates, has focused on reaching out to vulnerable populations in the communities served by MGH health care centers. The ARCH website, at *www.arch-mgh.org*, simplifies Internet searches for trustworthy health information and prevents users from having to wade through thousands of pages of online information. It also features links to highly respected, reliable health information in several languages in addition to English.

Photo courtesy of ARCH

Elizabeth Schneider, director of the MGH Treadwell Library, who also spoke at the event, said the unveiling of the computers during the event made for a lasting memory. "It was so moving and gratifying to hear the members of the Chelsea Senior Center talk about how helpful and wonderful it was to have access to such good health information on the ARCH site," she said. "They were so grateful, and it was a classic example of how so little can go so far to make a big difference in people's lives. I feel privileged to be part of this 12-year journey with ARCH."

ARCH is a collaboration among MGH Community Health Associates, the Treadwell Library, and community-based organizations with support from the National Library of Medicine, New England Region. For more information about ARCH, contact Ming Sun, community health educator at MGH Community Health Associates, at (781) 485-6477 or *msun@partners.org*.

WHAT'S HAPPENING

Announcements available online
To read this week's "What's Happening" items, visit *http://intranet.massgeneral.org.*

IN GENERAL

Robert Gerszten, MD, director of Clinical and Translational Research in the MGH Institute for Heart, Vascular and Stroke Care, was awarded an Agilent Thought Leader Award from Agilent Technologies Inc. The award will provide philanthropic funds to Gerszten's laboratory to support its goal of identifying new metabolites and proteins that mark cardiovascular disease activity, signal disease progression and provide targets for therapeutic intervention.

Carlyene Prince-Erickson, director of Employee Education and Leadership Development for Human Resources, recently received the Publisher's Award at *Color Magazine's* fifth annual All-Inclusive Awards celebration. The award honors individuals and organizations that are paving the way for diversity and inclusion in the Greater Boston Area.

Colleen Snydeman, RN, MSN, has been appointed director of the Patient Care Services Office of Quality and Safety. Snydeman, who has been nursing director of the Ellison 9 Cardiac Intensive Care Unit since 2004, has also served the MGH in a variety of other leadership capacities over the course of her 31-year nursing career, including as clinical nursing supervisor and nurse manager of the Thoracic Surgery Unit.

MGH Primary Care physician **Larry Ronan, MD,** has been named medical director of the Boston Red Sox, having served as the team's head internist since 2005. **Peter Asnis, MD,** of the MGH Sports Medicine Department, will serve as head orthopædic surgeon for the team.

The American Association of Critical-Care Nurses (AACN) has selected the **MGH** to participate in its AACN Clinical Scene Investigator (CSI) Academy, which is designed to empower bedside nurses as clinical leaders whose initiatives measurably improve patient outcomes and lower hospital costs. For the next 16 months, teams of four nurses from each of the seven participating Massachusetts hospitals will work with a CSI faculty member, an internal mentor and the chief nursing officer to identify issues related to their existing patient care responsibilities. Teams will then develop and implement unit-based projects to improve patient outcomes and decrease hospital expenses. It is hoped the projects will then be introduced to other departments at each hospital.

Johnson to retire after 40 years as health reporter

FORMER MGH PHYSICIAN TIMOTHY JOHNSON, MD, one of this country's most respected sources of medical news, will retire from WCVB-TV Channel 5 at the end of the year after four decades of informing New England viewers about breaking health news and the latest medical advances. Johnson joined the station at its inception in 1972 as the host of "House Call," a half-hour, Emmy Award-winning series on health.

"I never felt like a television personality," said Johnson. "I always felt like a physician who was talking to his patients. I thought of what we were doing as trying to teach."

Johnson's early work at WCVB-TV captured the attention of ABC News, where he served as the network's long-time medical editor, providing on-air analysis and reporting for "World News Tonight," "Nightline," "20/20," and "Good Morning America." In recent years, Johnson has become a passionate advocate for improving the nation's health care system. In 2010 he authored the book *The Truth About Getting Sick In America.*

"I must say that the friendships and the support I've had from my colleagues in both medicine and media have been so meaningful to me. I really cherish those friendships and they're as important to me as any visible achievement I've ever had," Johnson said.

Johnson also is the founding editor of the *Harvard Medical School Health Letter* and co-editor of the *Harvard Medical School Health Letter Book.* ■

CELEBRATE
the holiday season with refreshments, music and holiday cheer at the
MGH Holiday Receptions
hosted by President Peter L. Slavin, MD
East Garden Dining Room
2 to 3:30 pm
and
Main Lobby by Coffee Central
10 to 11:30 pm
CNY Building 149,
first floor, Middle Foyer
12:30 to 1:30 pm

Submit news tips and story ideas to *MGH Hotline*

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12.21.12

MGH HOTLINE

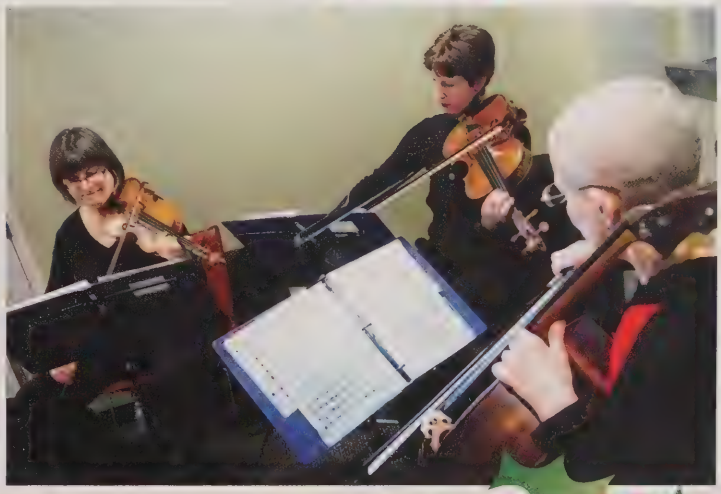
A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

"This is the first Christmas that I have a grandchild, so we will be starting a lot of new traditions with the baby, Declan Thomas, who was born in September. We are so lucky and so blessed."

– Ann Marie Brooks, of the MGH Biomedical Engineering Department, on her special holiday plans

Celebrating the season

MGH STAFF GATHERED together to celebrate the season with musical medleys and plates of tasty goodies during this year's annual Holiday Receptions, hosted by President Peter L. Slavin, MD. The parties were held Dec. 17 for day- and night-shift employees at the main campus and Dec. 18 for staff at the Charlestown Navy Yard. ■



A most unusual patient

MGHERS WITH A VIEW of the helipad may be surprised on Christmas Eve if they catch a glimpse of an extremely unusual patient with an extremely unusual mode of transportation – aboard a magical sleigh pulled by eight tiny reindeer. Thankfully the jolly old man will be feeling 100 percent better than when he was wheeled into the MGH Emergency Department earlier this month with a laundry list of medical problems.

The MGH has many beloved historical treasures – but perhaps none so enjoyed and embraced during each December as the annual admission of

(Continued on page 4)

Until now, being plump
never made him a grump.
However considering his plight,
the patient began to think
in a new light.
When asked about his
frozen skull,
the question was met
with a lull.
Regarding his scalded feet,
he said he'd discuss them if
we gave him a treat.

– Entry from the Santa Files

Happy Chanukah

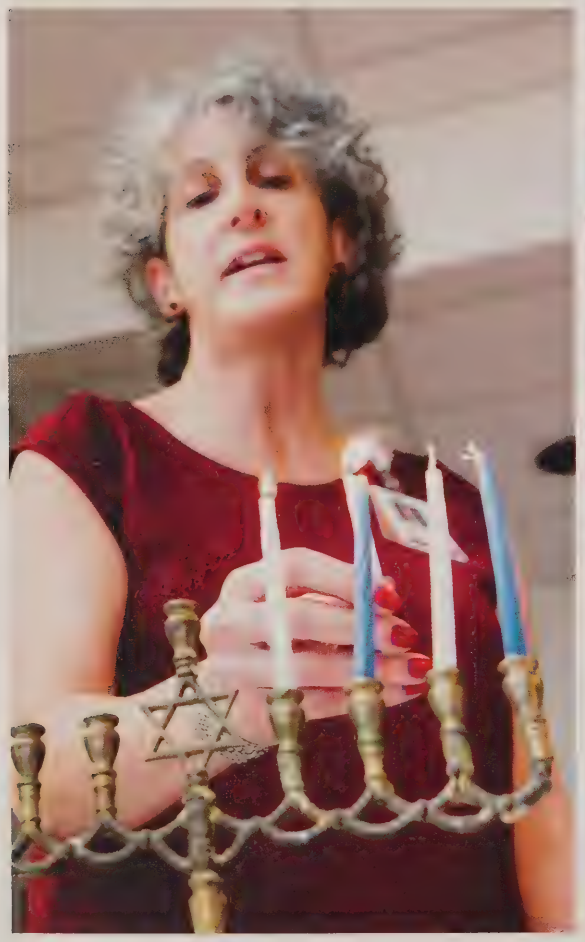
ON THE FOURTH NIGHT OF Chanukah, Dec. 11, 25 people gathered in the Thier Conference Room for a traditional ceremony, blessings and food at the MGH's first community Chanukah celebration.

"This celebration has two overlapping purposes," said Rabbi Ben Lanckton, of the MGH Chaplaincy. "One is to give the Jewish community here at the MGH a place to celebrate publicly one of our happiest holidays of the year. The other is to provide members of the MGH community who are not Jewish a chance to celebrate with us, learn about some of our customs and traditions, and enjoy some good food."

Lanckton lit the menorah with help from members of the MGH Jewish community, including Lauren Sterling, below, administrative manager for Vascular Surgery, who said she was honored to have been part of the event. "It felt very good to be celebrating the holiday with a community in which I spend so much time," she said. "It also meant a lot that there were people who didn't know what Chanukah was and came to learn more about it."

Sterling said she and other employees who helped plan the event hope to make it an annual occasion at the MGH.

"It felt very special to be recognized by the hospital in this way," she said.



"That's Santa! That's Santa! Momma, that girl's dressed like a penguin!"
– Jarel Barrows, 4

"I think it's great for the kids and the parents."
– Robin Drew with her 1-month-old son Cameron

Santa, elves and penguins too!

FOR THE LAST SEVEN YEARS, the Department of Orthopædic Surgery Oncology Service has arranged a special holiday visit from Santa, Mrs. Claus and their penguin friends to pediatric patients within the Division of Pediatric Hematology-Oncology on Yawkey 8B, the inpatient units on Ellison 17 and 18, and the Pediatric Intensive Care Unit. On Dec. 17, surgeon Kevin Raskin, MD, along with patient services coordinator Paula Francois, and Orthopædic trauma administrative assistants Aimee Lydon and Christie Hilgendorf, delivered more than 50 gift bags and cards donated by staff from Orthopædics, Imaging, Nutrition and Food Services, Buildings and Grounds, and the MGH Gift Shop. ■

Harmonious hallway

'TIS THE SEASON to be jolly and MGHers provided plenty of holiday cheer Dec. 13 during the annual MGH Chaplaincy Songfest. Dressed in festive attire, staff and volunteers gathered in the White Lobby to sing a wide range of seasonal songs.

Holiday home run

"I got a DS! Wanna see?"

– Brock Collins, 9, while showing off his "Cars 2" video game skills

THE BOSTON RED SOX Holiday Caravan brought pitcher Chris Carpenter, below left, outfielder Ryan Kalish, center, and team mascot Wally the Green Monster to MassGeneral Hospital *for* Children on Dec. 10. The group visited Ellison 17, Ellison 18, and the Pediatric Intensive Care Unit to visit with pediatric patients, pose for photographs, sign autographs and distribute souvenir Wally dolls.

Bruins score with annual toy delivery

"It was really nice to have them come in. It's a nice silver lining to being stuck in the hospital."

– Erica Talamo, 19

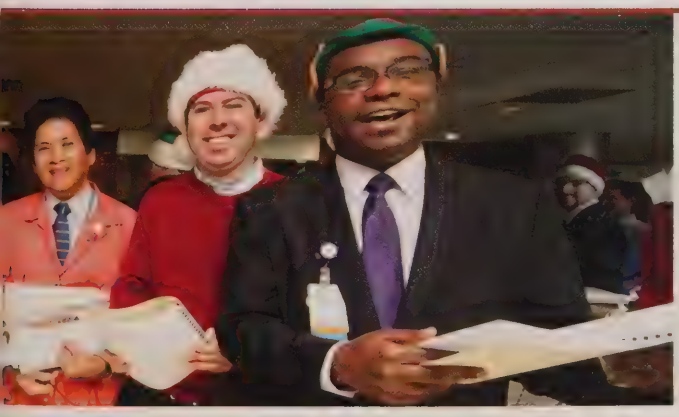
BOSTON BRUINS HALL OF FAMER RAY BOURQUE, far right, and fellow alumni Jay Miller, far left, and Bob Sweeney distributed boxes of toys and team memorabilia on Dec. 19 at MassGeneral Hospital *for* Children's pediatric inpatient units as part of the annual Bruins Holiday Toy Delivery. Bourque started the tradition while he was the team's captain, and since that time the team has donated toys to pediatric departments at six Boston-area hospitals. The Bruins raised $22,500 from the Boston Bruins Foundation, Delaware North Companies and Garden Neighborhood Charities to purchase the toys.

Making memories with Mickey

"I think it was an awesome idea to have Mickey come because the kids were extremely excited. It definitely brought smiles to not only the patients' faces but to their families, as well as the staff on the floor."

– Lauren Mastromarino, patient care associate on Ellison 18

MICKEY MOUSE made a special surprise visit to MassGeneral Hospital *for* Children's inpatient floors Dec. 12. Mickey signed autographs, posed for pictures and helped children design crowns, tiaras and mouse ears. He also donated 100 tickets to patients and their families to enjoy the "Disney On Ice Celebrates 100 Years of Magic" show.



"The audience is there visiting a friend or family member – or they have an appointment themselves – and it's probably the last place they want to be. I like to know my participation and dressing up so festively allows them to stop, smile and feel good if even for just a moment."

– Chastity McMullon, admitting assistant, MGH Emergency Services

12.21.12

MGH HOTLINE

WHAT'S HAPPENING

Announcements available online

To read this week's "What's Happening" items, visit *http://intranet.massgeneral.org.*

IN GENERAL

Nominations for the one hundred

Nominations are now being accepted for the MGH Cancer Center's **the one hundred,** an annual fundraiser that honors 100 individuals and groups leading the way in the fight against cancer. Nominees do not have to be MGH employees. To nominate someone, visit *www.theonehundred.org.* The deadline to submit a nomination is Dec. 31. For more information, e-mail *theonehundred@partners.org.*

Submit news tips and story ideas to *MGH Hotline*

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"It was sweet and generous. It lifts your spirits."
– Troy Morse, 14

The gift of giving

SANTA AND HIS ELVES visited several MassGeneral Hospital *for* Children patients Dec. 20, bringing gifts courtesy of the MGH Blood Donor Center. During the month of December, all blood donors were invited to fill out a gift tag that was attached to cuddly stuffed animals or toys and delivered to the pediatric patients.

"The Toys for Tots collection is a really simple yet meaningful thing that we can do to help local Boston children who otherwise wouldn't get a holiday present this year."
– Luke Janik, MD, Anesthesia resident

Toys, toys, toys

THIS YEAR'S ANNUAL Toys for Tots toy drive competition was organized by Department of Anesthesia, Critical Care and Pain Medicine residents Luke Janik, MD, and Agnes Lesicka, MD; Internal Medicine resident Kelly Lauter, MD, PhD; and Pediatrics resident Chanley C. Dudley, MD. Each year the three departments have a friendly competition to see who can bring in the most toys – but ultimately their goal is to ensure that children in Boston awake on Christmas morning to find a special surprise. ■

SHOPPING SPREE: From left, Anesthesia residents Mark Meyer, Yvonne Lai, Lesicka and Janik

— An unusual patient

(Continued from page 1)

Santa Claus as a patient. It's a tradition that dates back to the early 1950s, when a surgical resident first decided to log a humorous account of Santa's ailments. The ritual continued in the ensuing years – resulting in a medical record that now stands four feet tall. "You can open to almost any page and have fun reading it," said Andrew L. Warshaw, MD, MGH surgeon-in-chief emeritus. Warshaw detailed Santa's humorous history during a special "The Santa Files" presentation on Dec. 17 at the Paul S. Russell, MD Museum of Medical History and Innovation.

Old Saint Nick's illnesses and complaints have included a bleeding heart, a hernia from lifting a heavy sack, jelly-belly, too pooped to pop, reindeer scratch disease and Noël syndrome – a pathological aversion to the 12th letter of the alphabet. The causes of his ailments are amusing, but the real humor is seen in the way the resulting diagnosis and treatment options are recorded. Staff each year take great care to document their responses in clever ways – using poetry, puns and witty descriptions, as well as comical drawings and illustrations. Warshaw said the documents also are used in a more serious manner, as training tools for educational discussion during Surgical Grand Rounds.

"This is a treasure we have to preserve," Warshaw said. "And that is why we are donating the records to the museum to be a part of its permanent collection. These records are great fun and a wonderful ongoing tradition at the MGH."

12.28.12

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

A remarkable year at the MGH

Dear Colleagues,

WE WISH TO EXTEND our deepest thanks to all members of our MGH family who work tirelessly every day to make a difference in the health and well-being of our patients and their loved ones. This year was another remarkable one for the MGH, but the most important achievement has been the exceptional care delivered to more than a million patients who have looked to this hospital for care and hope.

One of the most exciting times of the year came in July, when we learned the MGH was ranked No. 1 in the nation on the *U.S. News & World Report* 2012-13 "Best Hospitals" list. The MGH was recognized among the top U.S. hospitals in each of the 16 specialties on the survey. This distinction was a great honor as well for Massachusetts Eye and Ear Infirmary and Spaulding Rehabilitation Hospital, which are considered together with the MGH in ear, nose and throat, ophthalmology and rehabilitation. We were thrilled to be able to celebrate this success with so many members of the hospital family July 17 – a day that Boston Mayor Thomas M. Menino named "MGH is #1 Day."

This past year also included many other momentous milestones. In October, Joe Kinan became the first MGH patient to receive a hand transplant as part of the MGH's new Hand Transplantation Service. Undoubtedly, this groundbreaking procedure will not only enhance Joe's life but the lives of countless other patients in the future. Also during the past year, the MGH welcomed new chiefs to two departments: Merit Cudkowicz, MD, MSc, for Neurology; and Michael Blute, MD, for Urology. We also saw the launch of new programs and facilities, including the opening of the cutting-edge Henri and Belinda Termeer Center for Targeted Therapies at the MGH Cancer Center, and the Paul S. Russell, MD Museum of Medical History and Innovation. These and many other highlights of the past year are featured in this special edition of *Hotline*.

Whether engaged in clinical care, research, education or community health or whether in a role that supports these missions, everyone who works here is part of a team that contributes to the care and welfare of patients and families in Boston, throughout the region, and indeed, around the world.

As we head into a new year, we look forward to continuing our promise of providing the very best health care to our patients. We thank all members of the MGH community for your ongoing commitment, passion and dedication to excellence.

Wishing you a healthy and happy new year,

Peter L. Slavin
MGH President

David F. Torchiana
MGPO Chairman and CEO

Campaign for Third Century of MGH Medicine marks milestone

THE CAMPAIGN for the Third Century of MGH Medicine hit a milestone earlier this month when it reached its $1.5 billion goal more than one year ahead of schedule. Believed to be the largest-such initiative in New England, funds raised through the "Individual Care, Global Impact" campaign will support five top priorities at the MGH: building medical facilities for the present and future; promoting innovative research; enhancing medical education; supporting multidisciplinary care centers; and subsidizing the unrestricted MGH Fund, which allows the hospital to quickly respond to emergencies and opportunities.

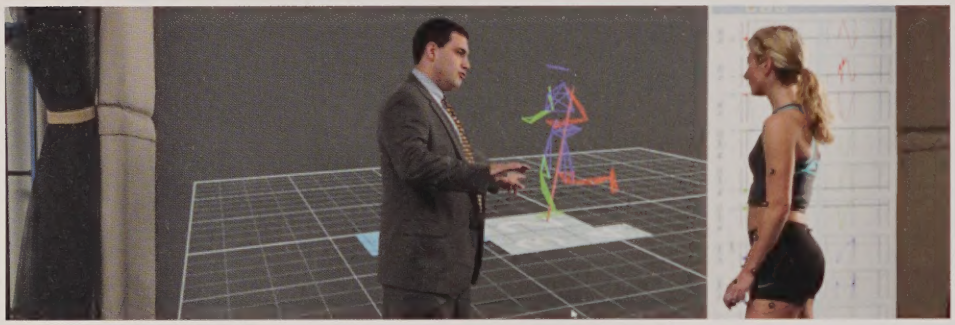
"The generosity of our loyal donors has also been pivotal to our progress during this campaign. Many MGH campaign centers of excellence have benefited. Among other things, this effort has strengthened our standing as a powerhouse of scientific discovery, reinforced our already strong programs for educating the medical leaders of tomorrow and bolstered our capacity to serve vulnerable communities at home and abroad," said campaign co-chairs W. Gerald Austen, MD, now chair of the MGH Chiefs Council, and Patricia F. Ribakoff, MGH trustee and co-chair of the MGH Philanthropy Program.

The goal was surpassed on Dec. 11 thanks to 190 gifts and pledges recorded that day, ranging from $5 to $1 million. Among these donations were commitments to all five priority areas, including a gift to support the Lunder Building; pledges for various centers – including cancer, heart and vascular, the Red Sox Foundation and MGH Home Base Program, Psychiatry and MassGeneral Hospital *for* Children; research support for many areas including within the Cancer Center; donations to support lectures and nursing education; and multiple gifts to the MGH Fund.

Although the goal was reached early, the campaign will continue through its regularly scheduled conclusion at the end of 2013 to address ongoing needs. To learn more or to make a donation, visit the campaign website at *www.thirdcenturyof medicine.org*.

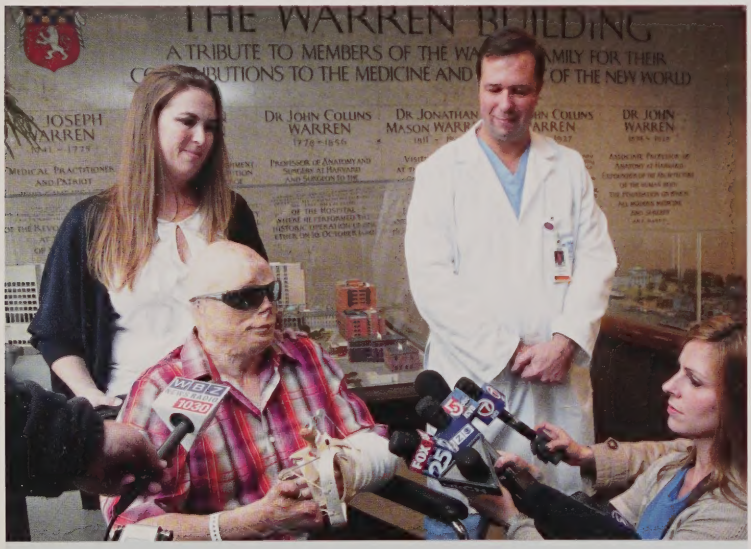
A look back: MGH 2012

Here is a look back at just some of the many notable events that took place in 2012.



Advancement in care

THE MASS GENERAL Orthopædics Sports Performance Center opens June 4 next to Gillette Stadium at the Brigham and Women's/Mass General Health Care Center at Patriot Place in Foxborough. The state-of-the-art facility combines the most advanced 3-D biomechanical imaging technology with the clinical expertise of MGH staff – including orthopædic surgeons, physical therapists, biomechanists, biomechanical engineers, performance trainers, nutritionists, athletic trainers and coaches – to help athletes prevent and recover from injury and improve their performance.



An MGH first

ON OCT. 7, the MGH performs its first hand transplant surgery on Joe Kinan, 43, a survivor of the devastating 2003 Rhode Island nightclub fire. The 15-hour surgery is led by Curtis L. Cetrulo Jr., MD, of the Division of Plastic and Reconstructive Surgery and the new Hand Transplantation Service. Cetrulo continues to work closely with the Transplantation Biology Research Center, which this year also celebrates the 10th anniversary of the first use of the tolerance protocol in an organ transplant patient. The protocol includes a bone marrow transplant using cells from the donor in conjunction with the transplant, which results in the body eventually accepting the transplanted tissue without the need for life-long immunosuppressive drugs.

BEST HOSPITALS
U.S.News & WORLD REPORT
HONOR ROLL 2012-13

No. 1 in the nation

MGH EMPLOYEES, affiliates and public officials gather under the Bulfinch Tent July 17 to celebrate the news that the MGH ranked No. 1 in the nation on the *U.S. News & World Report* 2012-13 "Best Hospitals" list. The MGH takes the place previously held by Johns Hopkins Hospital, which had been at the top of the list for 21 consecutive years.

Partners *e*Care

Epic decision

IN JULY, Partners HealthCare signs a contract with Epic, a leader in health information technology that specializes in working with academic medical centers and health systems. Called Partners eCare, the system is expected to be fully implemented in 2017.

History and innovation

AFTER YEARS OF PLANNING, fundraising and construction, the Paul S. Russell, MD Museum of Medical History and Innovation opens its doors to the public in April. The museum, which features interactive exhibits highlighting the evolution of medicine and clinical practice throughout the MGH's 200-year history, also includes a second-floor gallery and rooftop garden.

Collaborative caring

THE MGH LAUNCHES the Institute of Heart, Vascular and Stroke Care, the first truly integrated cardiovascular and cerebrovascular institute in the region, which sets a new paradigm in the management of patients. Led by Michael R. Jaff, DO, medical director of the Vascular Center; Thoralf Sundt, MD, chief of Cardiac Surgery and co-chair of the Corrigan Minehan Heart Center; and G. William Dec, MD, chief of Cardiology and co-chair of the Heart Center, the Institute provides well-rounded integrated clinical care to improve and advance the diagnosis and treatment of heart, vascular and cerebrovascular conditions.

Innovation units

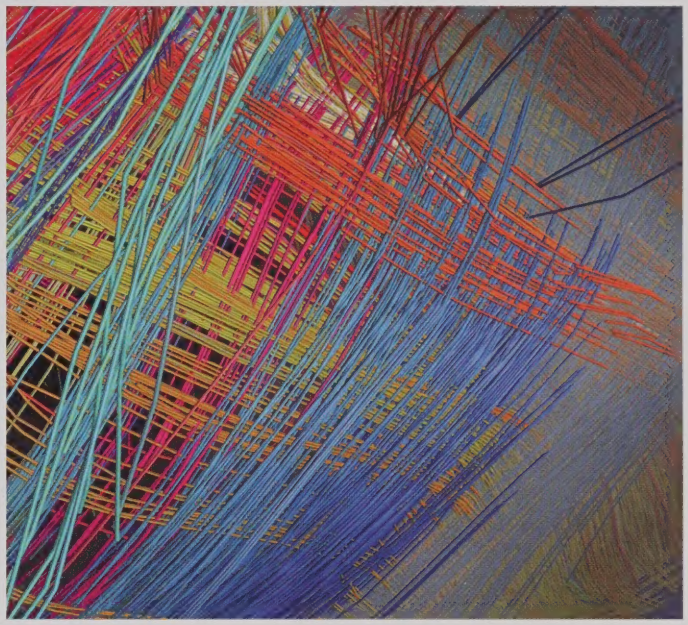
AS PART OF the Patient Affordability and Care Redesign initiative at the MGH and Partners HealthCare, the MGH launches 12 Innovation Units to serve as testing grounds for promising new strategies to improve clinical outcomes and enhance patient, family and staff satisfaction while reducing costs and length of stay.

Joint Commission

A SEVEN-PERSON TEAM from the Joint Commission – the independent nonprofit that accredits and certifies more than 19,000 health care organizations and programs in the United States – surveys the MGH in July. The rigorous assessment includes processes of care, documentation records, environment of care, laboratory services and other key areas. During the group's five days at the MGH, the surveyors cover significant ground: they visit more than 40 inpatient and outpatient locations, speak with more than 250 staff members and review nearly 80 patient cases.

Building a brain

AN MGH RESEARCH TEAM discovers a remarkably simple organizational structure in the brains of humans and other primates. Employing sophisticated mathematical analyses of advanced imaging data, they find that the pathways carrying neural signals through the brain are arranged not in a disorganized tangle but in a curved, three-dimensional grid.



PHOTOGRAPH COURTESY OF B.D. COLEN

Improving treatment

MGH RESEARCHERS make a major advance toward improved treatment for cystic fibrosis (CF) by creating induced pluripotent stem cells from the skin cells of CF patients and using them to generate cultured, CF-affected lung tissue. The ability to produce unlimited quantities of CF cells and tissues will allow screening of new drugs that may directly target the mechanism behind the disease.

12.28.12

MGH HOTLINE

WHAT'S HAPPENING

Announcements available online

To read this week's "What's Happening" items, visit *http://intranet.massgeneral.org.*

IN GENERAL

Nominations for the one hundred

Nominations are now being accepted for the MGH Cancer Center's **the one hundred,** an annual fundraiser that honors 100 individuals and groups leading the way in the fight against cancer. Nominees do not have to be MGH employees. To nominate someone, visit *www.theonehundred.org.* The deadline to submit a nomination is Dec. 31. For more information, e-mail *theonehundred@partners.org.*

Submit news tips and story ideas to *MGH Hotline*

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Other highlights of 2012

THE LUNDER BUILDING officially receives a Leadership in Energy and Environmental Design (LEED) Gold certification level, the internationally recognized mark of green building excellence, from the U.S. Green Building Council.

The MGH is the first hospital in New England to perform a heart transplant using the so-called **"heart in a box" technology,** which delivers warm, oxygenated, nutrient-enriched blood to the heart after it is removed from a donor and monitors it while it continues to beat in a nearly normal state. The device allows for longer transport times.

The Cooley Dickinson Board of Trustees votes to negotiate an **affiliation agreement** with the MGH, which would help the Northampton, Mass. hospital develop and expand care programs and increase revenue. Southern New Hampshire Medical Center also reached a formal agreement with the MGH to integrate services in pediatrics, oncology, digestive health, surgery and cardiovascular care, which includes cardiac, vascular and stroke treatment.

The MGH participates in a **record-breaking kidney transplant chain,** resulting in 30 transplants and 60 lives changed.

Merit Cudkowicz, MD, MSc, is named as the new chief for the Department of Neurology, and **Michael Blute, MD,** is named as the new chief of the Department of Urology.

MGH pharmacists and technicians work round the clock to produce parenteral opioids to offset the impact of the precautionary suspension of operations and the recall of all medications from Ameridose, a pharmaceutical facility in Westborough that provides a number of common drugs to the MGH.

The MGH Body Dysmorphic Disorder Clinic, in collaboration with Rhode Island Hospital, is conducting the first and largest study of its kind to examine psychological treatments for BDD.

Retired Brig. Gen. Jack Hammond is named executive director of the Red Sox Foundation and the MGH Home Base Program.

The MGH and MassGeneral Hospital *for* Children launch several new programs: a comprehensive adult and pediatric Down Syndrome Program; the Angelman Syndrome Clinic; Child and Adolescent Medical Psychiatry (ChAMP) Clinic; and a weight and asthma program called Inspired Health.

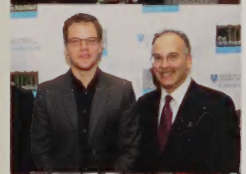
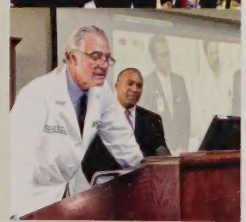
The MGH performs a **heart and liver transplant,** only the second one in the past 20 years and the second operation of its kind ever done in New England.

The 13th annual **Storybook Ball** at the Museum of Fine Arts raises more than $1.3 million for MassGeneral Hospital *for* Children.

the one hundred gala honoring individuals or groups who have helped advance the fight against cancer raises more than $1 million.

The Lurie Center for Autism at MassGeneral Hospital *for* Children announces it will take part in a $12.6 million study of the effectiveness of using intranasal oxytocin – a hormone believed to be important in the formation of social bonds – to treat children and teens with autism spectrum disorders.

MGH emergency responders are deployed to an evacuee shelter at York College in Queens, a medical needs shelter in Brooklyn and a supply warehouse in Maryland to help in the wake of October's Hurricane Sandy, which caused major flooding, structural damage and widespread power outages.

The Henri and Belinda Termeer Center for Targeted Therapies at the MGH Cancer Center opens, offering a comprehensive translational research program to speed the discovery and delivery of new targeted therapies to patients with early and advanced stage cancers.

The Mass Health Information Exchange is launched during a special ceremony at the MGH. The HIE system, also known as "Mass HI-Way," allows for electronic health information to be transmitted securely between health care providers and organizations to better coordinate care, increase patient safety and privacy, and lower health care costs.